

REFUND PROTECTION

Refunds are applicable for any of the reasons below and have provided the evidence requested below. Please also read the General Terms of Refund.

- Double booking
- Covid-19 positive test
- Accident/ Illness / Injury
- Pre-existing Medical Condition
- Death
- Public Transport Failure
- Flight disruption
- Mechanical Breakdown
- Adverse Weather
- Home Emergency
- Theft of Document(s)
- Jury Service
- Court Summons
- Armed Forces & Emergency Services Recall
- Relocated for Work
- Changes to Examination Dates
- Emergency Circumstances

General Terms of Refund

- Your reason for refund must not be foreseeable at the time you made the booking.
- Mistaken or no longer needed bookings will not be eligible for a refund.
- If you cancel your ticket after the trip has departed, you will not be eligible for a refund.
- If your booking is cancelled, postponed or cannot be fulfilled by the provider, please contact the customer service team directly for further advice about your refund.
- You are responsible to make all arrangements to attend the booking, including arranging any necessary travel or documents and allowing sufficient travel time.

- You may be asked to provide supporting evidence at your own expense, including a copy of the booking confirmation.
- Refund eligibility is applicable up to 24 hours before the scheduled departure. If a round trip is purchased, the return trip becomes ineligible for cancellation if the departure trip is either within 24 hours or has already departed.
- Refund payments will be credited directly to your Easybook Wallet account.
- Refunds will be processed within 14 business days subsequent to the cancellation.
- Maximum refund value will not exceed the amount of your booked ticket price.
- The tickets will be canceled immediately after you have clicked the refund ticket button. You are not allowed to board the bus after that/ the bus company reserves the right to refuse boarding or to remove passengers if the tickets are cancelled.
- Any applicable processing fees, such as payment gateway surcharge/Merchant Discount Rate, trip reschedule fee, insurance, refund protection plan, redeemed easipoint, discount applied, QR boarding fee, facility fee are not refundable.
- Any add-on hotel bookings, attraction ticket bookings, or any other services that are booked with a bus ticket booking will not be eligible for refunds.
- Tax (GST) is refundable except GST under insurance.
- Refunds for purchases made using vouchers or gift cards will cover only the purchase cost, rather than the voucher or gift card value.
- By purchasing this ticket, you acknowledge and agree to the above cancellation and refund policies.
- If a purchase is made on behalf of another individual using a registered Easybook account, the account owner acknowledges that any refund request must be submitted under the registered account name. If the refund request is approved, the amount approved shall be refunded to the registered account name. In order for Easybook to process the refund promptly, the account holder must ensure that refund details accurately reflect the registered account information. The Easybook account holder must register using their official name following NRIC or passport; failure to comply with this requirement will result in denial of the refund requests.

Requesting a refund

To apply for a refund simply click on the Refund Ticket button in the Booking confirmation email/ Booking History page.

Double Booking	Means a duplicate booking for the same date same time with the same bus operator was made on Easybook platform.
What we do not refund	Any duplicate booking made by mistake. We only refund the amount charged for one booking.
Evidence required	Both booking confirmation emails or any other proof of payment for both bookings to help us identify the duplicate booking and process the refund accordingly.

Covid-19	<p>Means you become infected with Covid-19 within the 7 days preceding your booking.</p> <p>Alternatively, someone in your Immediate Household becomes infected with Covid-19.</p> <p>And/Or the hospitalization or death of a member of your immediate family as a result of Covid-19 within the 30 days preceding your appointment.</p> <p>A significant change in your pre-existing medical condition in the 7 days preceding your booking results in a doctor recommending that you do not attend due to the risk of Covid-19 exposure.</p>
What we do not refund	You are worried about catching Covid-19 or where your travel plans are affected by Covid-19 restrictions.
Evidence required	<p>Supported either by evidence of a positive PCR test result or communication of isolation from your relevant government.</p> <p>Or, supported by a medical / death certificate.</p>

Illness/ Accident/ Injury	Means an illness or accidental injury to a booking participant or an immediate relative.
What we do not refund	<p>Where you cannot provide evidence that the person affected is within the group due to attending the booking.</p> <p>Telephone or online consultations.</p> <p>Where you have not been physically examined by a doctor prior to the date of the booking.</p> <p>Conditions that are unpredictable and the event is more than two months in the future.</p>
Evidence required	<p>Doctor's note or Medical Certificate confirming:</p> <ul style="list-style-type: none"> • The details of the illness or injury, • The date it first occurred, • That it prevents the person from attending. • Proof of relationship.

Pre-existing Medical Condition	Means a physical or mental health condition that you already had when you made the booking that would not normally prevent you from attending a booking.
What we do not refund	<p>Where guidelines for your pre-existing medical condition would normally prevent you from attending the booking.</p> <p>Telephone or online consultations.</p> <p>Where you have not been physically examined by a doctor prior to the date of the booking.</p> <p>Conditions that are unpredictable and the event is more than two months in the future.</p>
Evidence required	<p>Doctor's note or Medical Certificate confirming:</p> <ul style="list-style-type: none"> • The details of the illness or injury, • The date it first occurred, • That it prevents the person from attending.

	<ul style="list-style-type: none"> • Proof of relationship.
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Death	Means your death any time prior to the booking or the death of an immediate family member or any person(s) in the group due to attend the booking, up to 35 days prior to the date of the booked trip.
What we do not refund	Where you cannot provide evidence that the person was within your immediate family or in the group due to attend the booking.
Evidence required	<ul style="list-style-type: none"> • Death Certificate • Proof of relationship

Public Transport Failure	Means unexpected disruption or failure of the public bus, train, or ferry network which is not foreseeable before the date of the booking.
What we do not refund	<p>If there is a financial failure of any transport provider.</p> <p>Heavy traffic or road closures.</p>
Evidence required	Confirmation of failure or disruption of the public transport. (This can normally be obtained from the transport company's website)

Flight Disruption	Means cancellation or significant delay of flight(s) which you were unaware of before the date of the booking, that prevents you from attending your booking..
What we do not refund	<p>If you were aware of the disruption prior to the date of the booking and did not make reasonable suitable alternative travel arrangements.</p> <p>If there is a financial failure of any transport provider.</p> <p>If the purpose or reason for which you booked your flight in order to attend has altered or been cancelled</p>
Evidence required	A copy of your airline ticket and notice of cancellation or disruption from the airline.

Mechanical Breakdown	Means in the 24 hours prior to the booking, the mechanical breakdown, accident, fire or theft of a vehicle taking you to the booking.
What we do not refund	If you did not leave sufficient time to travel to the booking. If you did not make reasonable alternative arrangements to attend the booking. Any vehicle you plan to use during the booking
Evidence required	Breakdown – A copy of the call out note from a national breakdown recovery service. An incident number or report from the Police or relevant traffic authority.

Adverse Weather	Means a government agency has issued weather warnings not to travel which means you cannot attend the booking.
What we do not refund	Adverse weather with no government agency warnings not to travel.
Evidence required	A copy of the travel warning from the government agency.

Home Emergency	Means a burglary, fire, malicious damage or flood at your main private residence within 48 hours immediately before the booking.
What we do not refund	Any home emergency for which you cannot provide evidence as below.
Evidence required	Burglary, Flood, Malicious Damage – A Police reference number or evidence from the submission of a claim to Your home insurance company. Fire – A report from the fire service and/or police.

Theft of Document(s)	Means the theft of a document necessary for the booking, which cannot be replaced in time for the booking.
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What we do not refund	<p>If the documents can be replaced in advance of the Booking or on the day.</p> <p>Lost documents.</p>
Evidence required	<ul style="list-style-type: none"> • A police report confirming details of the theft. • Proof that the passport has been reported to and cancelled by your Government Agency. • Confirmation that the document cannot be replaced in time for the Booking.

Work Relocation	<p>Means a requirement to move address imposed on you by your current employer, unknown to you at the date of Booking. The move may be temporary or permanent and must be to a location that makes the travel requirement to your booking unreasonable.</p>
What we do not refund	<p>Attendance at business meetings and business travel.</p> <p>Any temporary relocation for work must be for a period of at least 3 months.</p> <p>Voluntary relocation or where you are changing employer for a new role.</p> <p>Where you are the business owner or registered director, or a member of your family is.</p>
Evidence required	<p>A letter from your current employer confirming the relocation details.</p> <p>Evidence of living at the new address.</p>

Armed Forces & Emergency Services Recall	<p>Means you as a member of the Armed Forces, Reserve Armed Forces or Emergency Services are recalled to work on the date of the booking or are posted overseas and cannot attend the booking.</p>
What we do not refund	<p>You were aware of or had scheduled work on the date of the booking, prior to making the booking.</p>

	You made an unsuccessful request for annual leave for the date of the booking.
Evidence required	A note from your commanding officer or Line Manager to confirm being called into work or duty and that this was not your original schedule.

Jury Service	Means a summons for you to attend Jury Service over the date of the booking of which you were unaware at the time of making the booking.
What we do not refund	Any Jury Service for which you cannot provide evidence as below.
Evidence required	A copy of the letter requiring Jury Service.

Court Summons	Means You are summoned to appear as a witness in court proceedings on the day of the booking of which you were unaware of the time of making the booking.
What we do not refund	Any Court Summons in which you are not there as a witness, including civil and criminal cases where you are involved in the case yourself as the plaintiff or defendant.
Evidence required	A copy of the court summons.

Changes to Examination Dates	Means the unforeseen change of the date of an examination that you are already registered to the day(s) of the booking.
What we do not refund	If you failed the examination previously and had to re-sit. where the examination is being provided by a commercial business (not by an educational board).
Evidence required	A copy of a notice from the examination body, school, college, or university confirming the change of date.

Emergency Circumstances	Means an unforeseen circumstance completely outside your control and of no fault of yours. The decision to refund is entirely at the discretion of our Customer Experience Team. We will consider these circumstances and have no obligation whatsoever to provide a refund.
What we do not refund	Anything which our Customer Experience Team considers is not intended to be included in this list of valid reasons for a refund. Any change to your work schedule (other than the specific situations listed under Work Relocation or Emergency Services Recall sections of these terms).
Evidence required	Any evidence requested by our Customer Experience Team to verify the emergency circumstances.

Specific reasons where refunds will not be provided:

We do not refund for non-**Attendance** of a **Booking** directly or indirectly associated with:

- actual or perceived: wildfires, volcano eruption, tsunami, earthquake; war, hostilities, terrorism, civil commotion; strikes and industrial action; imprisonment, repatriation, deportation; poisonous biological materials, radioactivity; Cyber Incident or Cyber Act; state property seizure;
- naturalization, visa, in-vitro fertilisation, or other appointments;
- failing to comply with any law;

Definitions

The following words or phrases have the meaning shown below wherever they appear in this document.

1. **We/Us/Our** – We are the **Booking** agent with whom **You** made the **Booking**.
2. **You/Your/Yourself** – A person who has made a **Booking** alone or as part of a group with **Us**.
3. **Provider** – The company or organisation that is responsible for the running of the booking
4. **Armed Forces** – Naval Service, Marines, Army or Air Force.
5. **Attend** – Participate in, take part in, use, or be present at.
6. **Booking** – The pre-planned and pre-booked service(s)/event(s)/flight(s)/ticket(s) transacted with **Us** by **You**.
7. **Communicable Disease** – Means any disease capable of being transmitted from an infected person or species to a susceptible host, either directly or indirectly, that has caused quarantines or restriction of movement of people.
8. **Doctor** – A qualified medical practitioner registered and licensed with a recognized professional body. A doctor cannot be **You** or a member of **Your** family.
9. **Emergency Services** – Police, Fire and Rescue Service or other Emergency Services.
10. **Immediate family** – **Your** husband, wife, partner, civil partner, parent, child, brother, sister, grandmother or grandfather, or stepfamily.
11. **Immediate household** – Persons living together at the same permanent address.
12. **Paying Party** – Any organisation or body who has a legal liability to pay compensation for the failure of the service, against whom **You** have a right of refund.

IMPORTANT

Any translation of this document from English is for assistance and information only. In event of a Refund Application, the English language version shall be the basis of settlement.

These reasons for refund are considered on an entirely discretionary basis and are not to be taken as a guarantee of refund.

This is not an insurance policy. A refundable booking is an optional extension to Easybook's standard Terms & Conditions of sale and trade, and it provides a refund for certain defined circumstances outlined in this document.

In the event of a refund request pursuant to the protection plan, the reimbursed sum shall be deposited into the user's wallet. Please refer to the terms and conditions governing the wallet for

withdrawal procedures, encompassing applicable charges such as Fee A, Fee B, and Fee C.

Booking Cancelled:

Contact our customer service team directly if your booking is cancelled or postponed by the provider; see your booking confirmation or our website for contact details. We may consider other Emergency Circumstances at our discretion.

Booking Postponed / Rescheduled:

Your extended refundable terms will carry over to the new date if your booking has been postponed. If you have a valid reason for refund under our terms, please complete the form with the correct supporting evidence.

If you cannot make the booking due to reasons outside of our terms, we will not be able to assist. You will need to contact your customer service team directly as they may be able to help; see your booking confirmation or website for contact details.

Please note: This service can only provide refunds for the reasons included in our wording, available in your booking confirmation email.