

Friends of Sowerby Bridge Railway Station Coach Trips – Refunds policy

We appreciate that people's plans can change unexpectedly due to illness and other events.

As a not-for-profit organisation FoSBRS runs trips as a community service for the enjoyment of the community. This policy is being introduced because late cancellations may involve the trip being run at a loss. However, if a trip is oversubscribed there may be some flexibility to reduce any personal loss.

This is the policy, which will be made available to all passengers at the time a seat is reserved:

1. A deposit (usually 50% of the cost) secures a seat.
2. All moneys due must be paid 7 days before departure, unless agreed otherwise; for example: last minute bookings or those who are unable to use internet banking.
3. If you cancel more than a calendar month before departure, all money paid will be refunded.
4. If numbers booked on the trip are below the 'break-even point' and you cancel within the calendar month before departure, no refund will be given.
5. If you cancel within the calendar month before departure and the coach trip has a waiting list you will receive a refund for the money paid.
6. If you can't attend you may transfer your tickets to another passenger, with any appropriate adjustment paid.

We believe this to be a fair booking policy for our trips. Any refund given is discretionary and dependent on the situation. The policy cannot cover all eventualities, particularly extreme circumstances.

13 August 2024