

Cancellation and Refund Policy

We understand that travel plans can change, and we strive to provide a fair and transparent cancellation and refund policy for our passengers. Please review the following terms carefully.

1. Cancellation Timeline and Refunds

- **T-15 Days or More:** Cancellations made 15 days or more before the scheduled departure time are eligible for a **full refund** of the ticket price.
- **T-14 to T-3 Days:** Cancellations made between 14 days and 3 days before the scheduled departure time are eligible for a **50% refund** of the ticket price.
- **T-2 Days or Less:** Cancellations made within 2 days (48 hours) of the scheduled departure time, as well as no-shows, are **not eligible for a refund**.

2. How to Cancel Your Ticket

- Cancellations must be processed through our official website under the “Manage Booking” section.
- You will need to provide your booking reference number and the email or phone number used during booking.
- Once the cancellation is confirmed, you will receive a confirmation email or SMS with details of the refund (if applicable).

3. Refund Processing

- Refunds will be processed within 7 business days after the cancellation has been confirmed.
- Refunds will be credited back to the original method of payment used during the booking.
- Please note that your bank or payment provider may take additional time to process and reflect the refund in your account.

4. Non-Refundable Situations

- No refunds will be provided for cancellations made within 2 days (48 hours) of the scheduled departure time.
- Tickets that are partially used (e.g., a return ticket where one leg of the journey has been completed) are not eligible for refunds.
- No refunds will be issued for missed buses due to late arrival at the boarding point, incorrect details provided during booking, or failure to produce valid identification.

5. Service Cancellations by Us

- If the bus service is canceled by us due to operational reasons, weather conditions, or other unforeseen circumstances, passengers will be eligible for a **full refund** of the ticket price.
- In such cases, we will notify passengers as soon as possible and process refunds automatically.

6. Amendments to Booking

- If you wish to amend your booking (e.g., change of travel date or passenger details), please note that this is subject to availability and may incur additional charges.
- Amendments should be made through the “Manage Booking” section on our website and must be requested at least 48 hrs before the scheduled departure time.

7. Contact Us

- If you have any questions regarding cancellations or refunds, please contact our customer service team at 9679557556.

By booking a ticket with surajtransport.com, you acknowledge that you have read, understood, and agree to this Cancellation and Refund Policy.