

Cancellation, Modification & Refund Policy:

Cancellation/Modification policy

The cancellation and modification terms are different for each bus operator and are set by the bus operator itself. These terms are shown while booking as well as on the ticket printout/Email confirmation.

Blue Bus Line will process the ticket cancellation/modification request from you as per the cancellation/refund policy of the bus operator.

The cancellation fee and the period taken to process the refund will differ for each bus operator. Please refer to the bus operator's cancellation policy.

Tickets booked online should be cancelled online only.

GST, Service charge and Insurance amount are non-refundable on Ticket Cancellation/Service Cancellation.

Alteration in date or alteration in seat selection is offered by Blue Bus Line, this is called modification in ticket.

Modification is chargeable.

Modification in date can only be acceptable if the ticket is available on the modified date.

Modification in date can be acceptable 72 hours prior to the bus departure.

Alteration in seat selection can only be accepted if the desired seat is available

Refund Policy

Customer will be entitled to a 100% refund of ticket fare if the cancellation of the journey is attributable to either Blue Bus Line or the bus operator.

Customer will not be entitled to refund for cancellation of tickets for any other reasons.

No refund will be processed for No-Show Passengers (Passenger who do not report at the boarding point on time).

In the event of dishonor of ticket by the bus operator, a full refund of the ticket fare would be processed within seventy two (72) working hours. The refund would be credited to the customer within seven (7) working days of the dishonor of ticket.