



# Bus Queensland

## Cancellation and Refund Policy

Cancellations can be received by phone, and by fax or email if outside of office hours. Please provide your name, contact phone number, booking number and date of travel.

Phone: 07 4602 0114 or 1300 287 537  
Fax: 07 4639 1145  
Email: [admin.toowoomba@busqld.com.au](mailto:admin.toowoomba@busqld.com.au)

Bus Queensland will provide a full refund if notice of cancellation of travel is received at least 48 hours prior to the departure time.

Bus Queensland will provide a 50% refund if notice of cancellation of travel is received between 48 and 24 hours prior to departure time.

No refund will be provided if the notice of cancellation of travel is received within 24 hours of departure.