



Volunteer Driver Service Refund Policy

We understand that plans can change, and we strive to accommodate our clients to the best of our ability. To ensure transparency and fairness, we have established the following refund policy:

1. Client contact notifying VDS of a cancellation two or more working days prior to the journey:

A full refund will be provided.

2. Client contact notifying VDS of a cancellation on the working day before the journey:

A refund will be provided, minus the full admin charge.

3. Client contact notifying VDS of a cancellation on the day of the journey:

A refund will be provided, minus double the admin charge plus any mileage expenses incurred by the volunteer driver.

The double admin charge is incurred as VDS had no opportunity to reallocate the driver.

4. Client contact notifying VDS of a cancellation on the day of the journey due to extraordinary circumstances:

May result in a refund minus the admin charge plus any mileage expenses incurred by the volunteer driver.

The VDS day concludes at 16:00 Monday to Friday for the purposes of client contact.

VDS do not operate on Saturday or Sunday for the purposes of client contact.

Refunds will be processed using the same method as the original payment.