

Cancellation, No-Show & Refund Policies

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At Maxibus Transport, we schedule our vehicles and drivers in advance to ensure punctuality. When a booking is cancelled at the last minute, it prevents other customers from using that slot. Our policy is designed to be fair to both our clients and our operations team.

1.0. Cancellation by Customer

Customers may cancel their booking at any time; however, to compensate for the scheduling of drivers and the reservation of vehicles, the following fee structure applies:

- **More than 72 Hours (3 Days) Notice:** No cancellation fee. A full refund of the booking cost will be provided.
- **24 to 72 Hours Notice:** A cancellation fee of **SGD 15.00** per booking will be deducted from the refund.
- **Less than 24 Hours Notice:** A cancellation fee of **SGD 25.00** per booking will be deducted from the refund.

2.0. Cancellation by Maxibus Transport (TSP)

The TSP reserves the right to cancel a booking due to:

- **Force Majeure:** Severe weather, natural disasters, or government interventions.
- **Operational Failures:** Sudden mechanical breakdown or driver emergency where no replacement is available.
- **Safety Risks:** If the TSP determines that the journey cannot be completed safely.

3.0. No-Show Policy

- **Standard Bookings:** If a Customer fails to arrive at the designated pickup point within the grace period and the 20-minute extension (as defined in Section 5.5 [[Terms of Service Policy](#)]), and remains uncontactable, the booking is deemed a "No-Show."
- **No-Show Fee:** A fee of **100% of the total booking cost** shall be charged. If the booking was pre-paid, there will be no refund; if not pre-paid, the Customer will be invoiced for the full amount.
- **Worker Trips:** As per Section 5.5 in Terms of Service Policy, the driver will depart after the 15-minute grace period. While no waiting fee is charged, the trip is logged as a "No-Show" for administrative purposes.

4.0. Refund Eligibility

Refunds are strictly provided in the following cases:

- Cancellations made in accordance with the timelines in Section 10.1 ([Terms of Service Policy](#)).
- Service failure or cancellation initiated by Maxibus Transport.
- *Refunds will **not** be provided for customer errors (e.g., providing the wrong pickup date) or failure to comply with the safety regulations in Section 8.0 ([Terms of Service Policy](#)).*

5.0. Refund Method and Timeline

- **Method:** All refunds will be processed via the original payment method (e.g., Credit Card, PayNow, or Bank Transfer).
- **Timeline:** Refunds are typically processed within **5–7 working days**. During peak periods (e.g., Chinese New Year, School Holidays), processing may take up to **14 working days**.

6.0. Refund Disputes

- If a Customer disagrees with a refund amount, they must notify Maxibus Transport within **7 working days** of receiving the refund notification.
- The TSP will investigate and provide a final decision within 14 working days.

7.0. Refund Exceptions (Non-Refundable Situations)

Maxibus Transport will **not** issue a refund or credit if the service failure is caused by the following:

- **Customer Error:** Providing incorrect pickup dates, times, flight numbers, or addresses.
- **Prohibited Items:** Termination of a trip due to the discovery of illegal drugs, durians, or hazardous materials (as per Section 6.4 [[Terms of Service Policy](#)]).
- **Passenger Conduct:** Termination of a trip due to passenger harassment of the driver, violence, or safety violations.
- **Third-Party Delays:** Delays caused by flight diversions, customs/immigration holdups (exceeding the 60-min grace period), or port authority restrictions.
- **Force Majeure:** Sudden road closures for National Day/Marathons, flash floods, or other "Acts of God" that make the route inaccessible.
- **Late Amendments:** Requests for changes made less than 60 minutes before the journey that the TSP cannot accommodate.

8.0. Partial Refunds

At the TSP's sole discretion, a **Partial Refund** or **Service Credit** may be offered if:

- A vehicle of a lower category was sent as a replacement (e.g., a 9-seater sent for a 13-seater booking).
- A significant portion of the journey was completed before a mechanical breakdown occurred, and the customer opted for their own alternative transport.

9.0. How to Cancel

To cancel a booking, please provide your **Booking ID** via:

- **WhatsApp:** +65 8491 6548
- **Email:** help@maxibus.sg
- **Website:** Navigate to your account's page → Bookings → Manage Booking
- *The cancellation time is logged based on when we receive your message.*

10.0. Our Guarantee

If Maxibus Transport must cancel your booking due to vehicle breakdown or emergency, we will provide a **100% full refund** or arrange an alternative vehicle at no extra cost to you.