

REFUND POLICY

At Airport Express ("Company," "we," "our," or "us"), we strive to provide reliable and efficient transportation services. However, we understand that cancellations may be necessary. This Refund Policy outlines the conditions under which refunds are issued for canceled bookings.

1. Cancellation and Refund Conditions

1.1 Cancellations Made More Than 3 Hours Before Pickup:

- Customers who cancel their reservation more than 3 hours before the scheduled pickup time will receive a 80% refund.

1.2 Cancellations Made Within 3 Hours of Pickup:

- No Refund Available

1.3 No-Shows:

- If a customer fails to appear at the designated pickup location without prior cancellation in writing, no refund will be issued.

1.4 If required to Reschedule

- If you are required to reschedule and give more than 3 hours notice, there is no additional charge for the new time

1.5 Service Delays or Cancellations by Airport Express:

- In the rare event that we must cancel a scheduled service due to unforeseen circumstances, customers will receive a full refund or the option to reschedule at no additional cost.

2. Refund Processing

2.1 Refunds will be processed within 5-7 business days after the cancellation request is confirmed.

2.2 Refunds will be issued to the original payment method used at the time of booking.

2.3 Any transaction fees charged by financial institutions or payment processors may be deducted from the refunded amount.

3. Requesting a Refund

3.1 Any transaction fees charged by financial institutions or payment processors may be deducted from the refunded amount.

3.2 Refund requests must be submitted within 30 days of the original booking date.

For any questions regarding this Refund Policy, please contact us at buffaloairportexpress@yahoo.com , (800) 604 – 1570, or (716) 472 - 8580