

# **Cancellations and refunds on *airline* service to Heathrow and Gatwick during volcano crisis**

Dear Passenger,

The following is confirmation of our cancellation and refund policy as of **19<sup>th</sup> April 2010** regarding tickets and e-tickets purchased for our *airline* service to Heathrow or Gatwick airport.

## **Cancellation of tickets for outward travel from Oxford**

You must contact our Customer Services team by midday on the day before you are due to depart on our *airline* service from Oxford to secure a refund. Refunds will not be offered to passengers who do not cancel by this time.

## **Return tickets that were booked with the outward leg from Oxford**

If a passenger has travelled to the airport on our *airline* service and is currently abroad and has a ticket that is valid from beyond midday on Thursday 15<sup>th</sup> April, they can still use the return leg until further notice. The end dates for these tickets' validity will be communicated by Oxford Bus Company once the further information is available on when the crisis is expected to subside.

## **Return tickets that were booked with the outward leg to Oxford**

If you booked a return ticket or e-ticket to travel on our *airline* service from one of the airports to Oxford (i.e. the return leg is *from* Oxford) before midday on Thursday 15<sup>th</sup> April, you can use this ticket or e-ticket a later date, once this crisis is over. The end dates for these tickets' validity will be communicated by Oxford Bus Company once the further information is available on when the crisis is expected to subside.

Our Customer Services team can be contacted by:

Phone 01865 785400

Email: [info@oxfordbus.co.uk](mailto:info@oxfordbus.co.uk)

We will continue to update these notices and our website during this crisis. Our website address is [www.oxfordbus.co.uk](http://www.oxfordbus.co.uk)

Gavin Power  
Marketing Manager  
Oxford Bus Company