

Cancellation Policy

We understand that plans can change.

Bookings cancelled more than 24 hours before the agreed collection time may be cancelled without a cancellation charge.

For cancellations made within 24 hours of the agreed collection time, a cancellation charge of 25% of the agreed fare will apply.

If a passenger does not arrive for the agreed journey and no cancellation has been received, the booking may be treated as a no-show and the applicable fare may be charged in accordance with our Terms & Conditions.

If Knyazeva Ltd is unable to provide a confirmed booking due to circumstances within the company's control, no cancellation charge will be payable by the customer.