

ELITEWAY

RENTALS | TRANSFERS

Cancellation & Refund Policy

Last updated: 7/2/2026

We understand that plans change. This policy explains how cancellations, modifications and refunds work for both vehicle rentals and transfer services booked through our website. By completing a booking you confirm that you have read and accepted these terms.

How rentals are billed

All vehicle rental charges are calculated based on the time between the scheduled pick-up and drop-off times. The minimum rental period is three (3) days. Rentals are charged in full 24-hour blocks: the system calculates the total number of full 24-hour periods from your selected pick-up time to your selected drop-off time, and any additional time past the exact pick-up time rolls into the next full day.

For example, a pick-up at 9am Thursday and a drop-off at 9am Saturday equals exactly 48 hours and is billed as 3 days (the minimum). A pick-up at 9am Thursday and a drop-off at 11am Saturday exceeds 48 hours and is therefore billed as 4 days.

The base rental rate displayed at checkout reflects this 24-hour block calculation. Taxes, fees, and any optional add-ons are added separately.

1. How to cancel or modify a booking

All cancellations and changes must be requested in writing so we have a timestamped record:

- **Email:** bookingselitewayrentalscompany.com@bookingselitewayrentalscompany.com
- **WhatsApp / phone:** +1 (758) 450-7878 / 733-0160

Please include your booking reference number (sent in your confirmation email) and, if cancelling, the reason for cancellation. We will reply with a written confirmation and, where applicable, a refund reference within one (1) business day.

A cancellation is not effective until you receive our written confirmation. The date and time we receive your written request — not the date you send it — determines which cancellation tier applies.

2. Vehicle rentals (self-drive)

Cancellation fees are calculated as a percentage of the total booking value, based on how far in advance we receive your written cancellation request measured against the scheduled pick-up date and time.

Notice given before pick-up	Refund
More than 7 days	Full refund, less a 5% processing fee
3 – 7 days	75% refund
48 – 72 hours	50% refund
24 – 48 hours	25% refund
Less than 24 hours, or no-show	No refund

Early returns

If you return the vehicle before the scheduled drop-off date, the unused portion of the rental is not refundable.

Modifications

Changes to the rental dates, vehicle class or pick-up location are free of charge if requested more than 48 hours before pick-up and subject to availability. Within 48 hours of pick-up we will do our best to accommodate changes but cannot guarantee availability, and any resulting downgrade does not entitle you to a refund of the difference.

3. Transfers (airport, private chauffeur, group / shuttle, intercity)

Because transfers are dispatched on a tight schedule, the cancellation windows are shorter than for rentals:

Notice given before scheduled pick-up	Refund
More than 48 hours	Full refund, less a 5% processing fee
24 – 48 hours	50% refund
12 – 24 hours	25% refund
Less than 12 hours, or no-show	No refund

Flight delays and airline cancellations (arrival transfers)

If your flight is delayed, we will hold your driver for up to 60 minutes past the actual landing time at no extra cost, provided you have supplied a valid flight number at the time of booking. If your flight is cancelled or rescheduled by the airline, we will either (a) rebook the transfer at no charge, or (b) provide a full refund, at your election, so long as we are notified in writing before your driver has been dispatched. Missed pick-ups caused by the passenger (wrong meeting point, unresponsive to driver calls, etc.) are treated as no-shows and are non-refundable.

Group / shuttle transfers

If we are unable to run a shared shuttle due to insufficient bookings, you will be offered a full refund or, at your choice, transfer to the next available departure.

4. Cancellations by us

If we cancel a booking for reasons within our control (vehicle unavailability, driver unavailability, etc.), you will receive a full refund of all monies paid, or — at your option — a rebooking at no extra cost.

We are not liable for any consequential costs (accommodation, missed flights, alternative transport) beyond the value of the booking itself.

5. Force majeure — hurricanes, tropical storms and other events beyond our control

If a booking cannot be honoured because of events beyond our reasonable control — including hurricanes, tropical storms and government-issued weather advisories, civil unrest, road closures, port or airport shutdowns, natural disasters, epidemics or acts of government — we will offer, a full discount.

Where a named storm is declared for Saint Lucia by the local meteorological authority, force-majeure protection applies automatically to any booking scheduled during the advisory window.

6. Refund method and timing

Refunds are processed back to the original payment method through our payment provider, Opay by Orbtronics Ltd. Where a partial refund is due, the refund is calculated on the amount you actually paid (including any tax and processing fees), not on the list price.

Refunds typically appear on your card or bank statement within 5 to 10 business days of confirmation, depending on your card issuer. In rare cases it may take longer; this is a bank-side delay and is outside our control.

If we are unable to refund to the original payment method for any technical reason, we will contact you to arrange an alternative (bank transfer or booking credit of equal value).

Currency conversion

Refunds are issued in the same currency in which you paid. If you paid in a currency other than your card's home currency, small differences may arise due to exchange-rate movement between the charge date and the refund date. This is a bank-side charge and is not refundable by us.

7. Non-refundable items

The following are never refundable, regardless of when a booking is cancelled:

- Fuel top-up charges, tolls and third-party fees already incurred on your behalf.
- Optional add-ons that have already been delivered (e.g. child seat rental where the seat was reserved from a supplier).
- Payment-processing fees where a cancellation tier states "less a 5% processing fee".

8. Disputes and chargebacks

Please contact us first at bookingselitewayrentalscompany.com@bookingselitewayrentalscompany.com before initiating a chargeback with your card issuer. Most issues can be resolved directly and much faster than through the chargeback process. Where a chargeback is filed for a booking that was fulfilled or cancelled outside the refund window under this policy, we reserve the right to defend the chargeback with our booking records.

9. Governing law

This policy is governed by the laws of Saint Lucia. Any dispute arising from a booking made through our website is subject to the exclusive jurisdiction of the courts of Saint Lucia.

10. Contact

EliteWay Rentals & Transfers

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