



Shosholozza Meyl Refund Policy

- In the unlikely event that your train journey is cancelled by Shosholozza Meyl due to unforeseen circumstances, such as inclement weather or a technical problem, the journey will be rescheduled to another convenient time.
- Should you be unable to reschedule, your train journey you will be refunded in full within 7 working days.
- In the event that a customer cancels his or her booking at any time prior to the date of departure, an administration fee equal to 10 percent of the total traveling fare will be levied.
- All Credit Card refunds will be effected electronically by crediting the account of the paying customer.
- In the event that a customer misses a scheduled train journey, without giving prior notice, the journey will have to be rescheduled to a future date and no refund will be payable.
- Request for a refund will only be approved on condition that a customer submits a copy of the original ticket in respect of a booking from which a ticket was issued.
- No refund will be payable in respect of tickets submitted three months after the date of the journey.
- No refund will be payable to a customer whose train journey has been terminated due to his or her involvement in any illegal activity or failure to comply with any law or regulations.