CANCELLATION & REFUND POLICY

At PB&S Auto-rentals, we understand that travel plans can change unexpectedly. To manage our fleet effectively and ensure vehicle availability for all clients, the following Cancellation and Refund Policy applies to all vehicle rental reservations.

1. Cancellation Notice Windows & Fees

Cancellation fees are calculated based on the amount of notice provided prior to the scheduled rental pick-up time:

Notice Provided	Policy / Cancellation Fee
48 Hours or More before pick-up	Full refund of deposit/prepayment. No penalty.
24 to 48 Hours before pick-up	50% cancellation fee of the total booking deposit.
Less than 24 Hours before pick-up	100% forfeiture of the booking deposit.

2. No-Show Policy

Reservations are held for a maximum of **two (2) hours** beyond the scheduled pick-up time. If you do not arrive to claim the vehicle and have not contacted PB&S Auto-rentals to adjust your pick-up time, the reservation will be flagged as a "No-Show."

- The reservation will be cancelled to release the vehicle for other customers.
- The full booking deposit or a one-day rental charge (whichever is greater) will be forfeited.

3. Early Returns & Rental Shortening

Once the rental period has commenced and the vehicle has departed our facility, no refunds or credits will be issued for early returns or unused rental days. Vehicle maintenance, logistical scheduling, and fleet allocation prevent the re-booking of vehicles on immediate short notice.

4. Severe Weather and Flight Disruptions

We recognize that entry into Belize can occasionally be impacted by airline delays, flight cancellations, or severe weather conditions. In such verifiable instances:

- PB&S Auto-rentals will waive standard late-cancellation fees if documentation of a flight delay or cancellation is provided.
- Customers may opt to apply 100% of their deposit toward a rescheduled rental period within twelve (12) months of the original reservation.

> **How to Cancel or Modify Your Reservation**
>
> To process a cancellation or request changes to your booking, please contact us directly via email or phone at least 48 hours prior to your reservation. Please state your full name, reservation number, and scheduled pick-up date.

5. Security and Fuel Deposits

Any separate security authorizations, credit card holds, or fuel deposits taken to secure the rental will be released or refunded in full immediately upon cancellation of the reservation.

Thank you for choosing PB&S Auto-rentals. We appreciate your business and your cooperation with our fleet management policies.

Policy effective as of June 2026. Subject to change.