



Dear Valued Guest,

At Eldo Coaches, our top priority is **YOU**, our valued passenger.

As the world continues to deal with the ongoing corona virus (Covid-19) situation, we would like to assure you that we have taken all measures necessary to ensure your safety and well-being at each of our offices and on each of our coaches.

For your peace of mind, we have enhanced our already high standards of cleanliness to ensure hygiene excellence across our entire operation, and we are following all international health and safety guidelines to protect you without impacting the quality of your travel.

We understand that this dynamic situation brings with it much uncertainty and stress – especially if you are unable to travel. And while our coaches offer safe and clean environments for you to experience and enjoy, we know your plans may have to change, and you may be unable to travel with us as intended.

While this is unfortunate, we hope to ease your worries. Your health and safety are our primary concern, and as such, we will not charge admin and cancellation fees for all tickets cancelled more than 24 hours before departure time. The value of your ticket will be transferred into our Loyalty Programme which can be used for travel at a later date. (T's and C's apply).

We hope this gives you the flexibility you need to rearrange your travel plans if necessary. Otherwise, you can still expect to enjoy our renowned Eldo Coaches service as usual.

If you have booked/purchased a ticket through a travel agent or third party, please contact our Call Centre: 012 323 5475 / 012 940 8088 / 086 113 5367 to do the cancellation before departure in order to redeem the ticket value into your loyalty card. (T's and C's apply). This can also be done at your nearest Eldo Coaches office.

On behalf of everyone at Eldo Coaches, I would like to thank you for your continued support and your loyalty to our brand.

We greatly appreciate your trust and confidence in our offerings, and we look forward to welcoming you to experience our caring, warm and attentive service on board Eldo Coaches very soon.

Graciously yours,  
Mohsin Moolla MD

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