



En Route Parking Cancellation Policy

For all bookings, the amount we can refund if you cancel depends on two things: the length of the booking, and when you make the cancellation request.

If the car park owner cancels, the driver will always receive a full refund.

Short-term booking

Defined as 1 day (this is the minimum booking term)

Before booking starts:

Full refund

After booking starts:

No refund

Medium-term booking

Defined as 2-7 days in length

Before booking starts:

Refund minus 1 day

After booking starts:

Refund for remainder of booking minus 1 day

Long-term booking

Defined as 8+ days in length

Before booking starts:

Refund minus 2 days

After booking starts:

Refund for remainder of booking minus 2 days

The rules

Complaints must be raised with En Route Parking within 24 hours after the booking starts.

A booking is officially cancelled once we approve the cancellation.

En Route Parking will mediate when necessary and has the final say in all disputes.