



**POLICY DOCUMENT**

# **Booking & Cancellation Policy**

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## **1. Introduction**

This Booking and Cancellation Policy sets out the terms under which Albatross Bus & Coaches Ltd accepts, confirms and manages bookings for coach hire and transport services. The policy is designed to provide clarity to customers regarding how bookings are formed and the conditions under which cancellations may occur.

This policy forms part of the contractual agreement between Albatross Bus & Coaches Ltd and the customer. By confirming a booking, the customer acknowledges and agrees to comply with the terms outlined herein.

## **2. Booking Process and Formation of Contract**

All booking requests are subject to availability and operational feasibility. A quotation provided by Albatross Bus & Coaches Ltd does not constitute a confirmed booking or a legally binding agreement.

A contract between the customer and Albatross Bus & Coaches Ltd is only formed once:

- The booking has been formally accepted by the company; and
- The required deposit or full payment (as specified at the time of booking) has been received.

Confirmation of the booking will be issued in writing, typically via email. Customers are responsible for reviewing the confirmation details carefully and notifying the company immediately of any discrepancies.

## **3. Customer Responsibilities at Booking Stage**

Customers are required to provide complete and accurate information at the time of booking. This includes, but is not limited to, travel dates, pick-up and drop-off locations, journey timings, passenger numbers and any specific requirements relevant to the service.

Failure to provide accurate or complete information may impact the ability of Albatross Bus & Coaches Ltd to deliver the service as agreed and may result in the booking being amended or cancelled.

## **4. Deposit and Payment Conditions**

A deposit is normally required to secure a booking. The deposit amount and payment deadline will be clearly communicated at the time of quotation or booking.

Where a deposit is required:

- The booking will not be secured until the deposit is received
- The company reserves the right to release the booking if the deposit is not paid within the agreed timeframe

In some cases, full payment may be required at the time of booking, depending on the nature of the service, booking value or lead time.

## **5. Booking Confirmation and Amendments**

Once a booking confirmation has been issued, it is the responsibility of the customer to review the document carefully and ensure that all details are accurate and complete. Any discrepancies must be reported to Albatross Bus & Coaches Ltd immediately. The Company shall not be held responsible for any errors that are not reported in a timely manner.

Where a customer wishes to amend a booking, such amendments must be submitted in writing. An amendment will only be considered valid once it has been formally confirmed in writing by Albatross Bus & Coaches Ltd through an updated booking confirmation. Until such confirmation is issued, the original booking details shall remain in effect.

No amendments may be agreed directly with the driver and drivers are not authorised to vary or amend any booking under any circumstances.

Customers must ensure that all journey details remain accurate at all times. Verbal requests or informal communications shall not constitute confirmation of any amendment.

All amendments may be subject to additional charges depending on the nature of the change. A minimum administration fee may apply, along with any additional operational costs incurred.

## **6. Cancellation by the Customer**

Customers have the right to cancel a booking; however, cancellations must be made in writing and will only take effect once acknowledged by Albatross Bus & Coaches Ltd.

Cancellation charges apply to reflect the administrative costs, loss of business, and operational

commitments associated with the booking. These charges are calculated based on the notice period provided prior to the scheduled journey date.

The applicable cancellation terms are as follows:

- Where cancellation is made more than 14 days before the scheduled journey, the deposit paid will be retained by the company
- Where cancellation is made between 7 and 14 days before the journey, a charge equivalent to 50% of the total booking cost will apply
- Where cancellation is made between 48 hours and 7 days before the journey, a charge equivalent to 75% of the total booking cost will apply
- Where cancellation is made less than 48 hours before the journey, the full booking cost will be payable

Once the journey has commenced, the booking is considered fulfilled and cannot be cancelled.

## **7. Cancellation by Albatross Bus & Coaches Ltd**

Albatross Bus & Coaches Ltd reserves the right to cancel a booking in circumstances beyond its reasonable control. Such circumstances may include, but are not limited to, vehicle breakdown, adverse weather conditions, road closures, regulatory restrictions or other operational disruptions.

In the event of cancellation by the company, reasonable efforts will be made to provide a suitable alternative service where possible. If an alternative cannot be provided, the booking will be cancelled.

## **8. No-Show**

Where the customer or passengers fail to present themselves at the agreed pick-up location and time without prior notification, the booking will be treated as a no-show. A no-show will be considered a cancellation without notice, and the full booking cost will remain payable.

## **9. Communication and Acknowledgement**

All booking confirmations, cancellations and related communications must be made through official company channels. Customers are responsible for ensuring that communications are received and acknowledged by the company.

Albatross Bus & Coaches Ltd shall not be responsible for any issues arising from unconfirmed or

misdirected communications.

## **10. Customer Service and Complaints**

Albatross Bus & Coaches Ltd operates a customer service and continuous improvement process to ensure that all service related matters are handled efficiently and appropriately. Communications relating to bookings may be recorded for quality, training and compliance purposes.

Any complaints relating to a booking or service provided must be submitted in writing within a reasonable timeframe and no later than 30 days after the date of travel. The Company reserves the right to decline complaints received outside this period.

Where appropriate, the Company may investigate complaints and provide a response or resolution at its discretion. Any outcomes or remedies offered shall be determined solely by the Company based on the circumstances of the case.

Where a dispute cannot be resolved, both parties agree that the matter may be referred to appropriate legal channels within the jurisdiction of England and Wales.

## **11. Additional Charges and Surcharges**

Unless expressly stated otherwise, the agreed booking price does not include additional costs such as parking charges, road tolls, ferry fees, congestion charges or admission fees. Where such costs are incurred, they shall be payable by the customer.

Where Albatross Bus & Coaches Ltd makes arrangements on behalf of the customer (such as ferries or third-party services), it acts as an agent only and the terms and conditions of the third party provider shall apply.

Bookings are typically based on a single driver. However, for longer journeys, it may be necessary to allocate additional drivers to comply with applicable driver hours regulations. In such cases, the Company reserves the right to revise the quotation and apply additional charges, with reasonable notice provided where possible.

Where the customer requests or instructs any changes to the journey that result in additional costs, either before or during the journey, the customer agrees to accept full responsibility for such charges.

In certain cases, driver accommodation may be required for overnight or extended journeys. Where applicable, the cost of suitable accommodation shall be borne by the customer and agreed in advance.

Any new taxes, levies or regulatory charges introduced after the booking has been confirmed may be passed on to the customer. Failure to pay such charges may result in the booking being treated as cancelled.

## **12. Policy Review and Approval**

This policy will be reviewed annually or in response to significant changes in legal, regulatory, or operational requirements. The Operation Manager is responsible for maintaining and updating the document.

### **Approved by**

Managing Director: \_\_\_\_\_

Signature: \_\_\_\_\_

Approval Date: 15 April 2026

