



POLICY DOCUMENT

Trip Change & Rescheduling Policy

1. Introduction

This Trip Change and Rescheduling Policy sets out the terms under which Albatross Bus & Coaches Ltd (“the Company”) will consider and manage any requests from Customers to amend, modify or reschedule a confirmed booking for coach or minibus hire services.

This policy forms part of the contractual agreement between the Company and the Customer and must be read in conjunction with the Booking and Cancellation Policy and Refund Policy.

2. Scope of Amendments

A booking amendment may include but is not limited to, changes to:

- Date of hire
- Pick up or drop-off time
- Pick up or destination location
- Journey itinerary
- Vehicle type or size
- Duration of hire

Any such changes shall be treated as a request for amendment and will be subject to the terms outlined in this policy.

3. Requirement for Written Requests

All requests to amend or reschedule a booking must be submitted in writing by the Customer.

The Company will only accept amendment requests received via official communication channels (such as email or written correspondence). Verbal instructions, including those given to drivers or operational staff, shall not be considered valid or binding.

4. Booking Confirmation Requirement

No amendment shall be deemed agreed or effective unless and until it has been confirmed in writing by the Company. Where an amendment is accepted, the Company will issue an updated Booking Confirmation reflecting the revised details.

If the Customer has not received an updated Booking Confirmation, the original booking details shall remain valid and binding.

5. Availability and Operational Constraints

All amendment and rescheduling requests are subject to availability of vehicles, drivers and operational capacity at the time of the request.

The Company does not guarantee that any requested change can be accommodated. Where a requested amendment cannot be fulfilled, the original booking terms shall remain in place unless cancelled in accordance with the Booking and Cancellation Policy.

6. Time Restrictions on Amendments

The Company will use reasonable efforts to accommodate amendment requests. However, the ability to make changes may be restricted depending on how close the request is made to the scheduled hire time.

- Requests made well in advance are more likely to be accommodated.
- Requests made within **48 hours of the scheduled hire** may not be accepted due to operational constraints.
- Requests made on the day of travel are highly unlikely to be accommodated.

7. Charges and Price Adjustments

Any amendment to a booking may result in additional charges. These may include, but are not limited to:

- Additional mileage or route changes
- Extended hire duration
- Changes requiring a different vehicle type
- Additional driver requirements (e.g. compliance with driver hours regulations)
- Waiting time or operational delays

An administration fee (minimum £25) may also apply to any confirmed amendment.

Where an amendment results in increased operational costs, the Customer shall be liable for such costs and must agree to the revised price before the amendment is confirmed.

8. Major Changes and Reclassification as Cancellation

Certain amendments may be deemed significant enough to constitute a cancellation of the

original booking and the creation of a new booking. Such changes may include, but are not limited to:

- Change of hire date
- Significant change in journey distance or duration
- Change in vehicle type requiring reallocation of resources

In such cases, the original booking will be treated as cancelled and subject to the applicable cancellation charges and a new booking will be created at the prevailing rates.

9. Driver Authority Limitation

Drivers are not authorised to accept or agree to any amendments to bookings. Any instructions or requests made directly to the driver that differ from the confirmed booking details will not be binding on the Company.

Where a Customer requests changes during the hire that result in additional costs, the Customer agrees to accept full responsibility for such charges.

10. Customer Responsibility

It is the responsibility of the Customer to ensure that all booking details are accurate and complete at the time of confirmation.

The Company shall not be held liable for any issues, delays or additional costs arising from incorrect or incomplete information provided by the Customer. Customers are strongly advised to review their Booking Confirmation carefully and notify the Company immediately of any discrepancies.

Albatross coaches will not be held responsible for any delays or disruptions to your journey caused by circumstances at the destination, including but not limited to any operational delays at any specific location. Our coaches will depart at scheduled times, and passengers are responsible for retuning promptly to avoid missing the return journey.

11. 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

