Booking Amendments Policy

How We Handle Changes to a Confirmed Booking, the Fees That Apply, and Why a Change Affects More Than One Trip

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We understand that plans change, and we do our best to accommodate amendments to a confirmed booking wherever we can. This document explains how we handle changes, what an amendment costs, and, importantly, why a single change can affect far more than your own trip. Understanding this keeps our service reliable for all clients, and means there are no surprises when you need to adjust a booking.

If you need to change a booking, contact us as early as possible. The more notice you give, the more likely we can accommodate the change.

First Change Free | Clear Amendment Fees | We Accommodate Changes Where We Can

Amendment Fees

We make the first change to your booking free of charge, because we know plans firm up over time. Beyond that, amendment fees apply. This is not about discouraging changes, it is because every amendment takes real staff time to reassess and re-verify, and can affect other bookings, as explained below.

Amendment	Fee
First change to a booking	**Free**
Each subsequent change (standard booking)	**$55 inc GST per change**
Each change to a complex itinerary over multiple dates	**$110 inc GST per change**

A complex itinerary is one spanning multiple dates or movements, where a single change must be checked and re-coordinated across several days of scheduling. Amendment fees are separate from any change in the trip price itself: if a change adds hours, distance, tolls or stops, the quote is adjusted accordingly as well.

Why One Change Affects the Whole Day

A charter booking is not a standalone job. Each vehicle and driver is scheduled across a day of work, and each booking connects to the ones before and after it. When you change one booking, the effect ripples outward. A single amendment can force our team to re-check and re-coordinate several other jobs, which is why changes take real work and, beyond the first, carry a fee. Here is what actually happens behind the scenes when a booking changes.

1. Driver Fatigue and Legal Compliance

Enforcing rest breaks	Heavy vehicle drivers are legally restricted by strict National Heavy Vehicle Regulator (NHVR) fatigue management rules. Changing a pickup time or adding a stop can accidentally push a driver past their maximum legal working hours, which can require us to source and pay for a second driver at short notice.
Driver scheduling	Drivers are booked for specific shifts. Altering your timeline can conflict with their next scheduled charter, disrupting other paying clients.

2. Physical Routing and Vehicle Restrictions

Clearance and weight limits	Buses cannot simply pull U-turns or fit down narrow residential streets. Every route change requires our staff to manually verify that the new roads have no low bridges, weight or height restrictions, or tight turns that would compromise vehicle safety.
Permits and tolls	Adding a new destination or stop can require pre-arranged commercial entry permits, or introduce new tolls, that must be calculated and covered.

3. Fuel and Fleet Operational Costs

Empty running to the depot	If you change the pickup location or finish early, the vehicle still has to travel back to the depot empty. That empty running still costs fuel and vehicle wear, which the amendment reflects.
Asset allocation	Booking a large coach secures that specific vehicle for your date. If you downsize close to the date, that coach may then sit idle, a significant loss of potential work for that vehicle that day.

4. Group Coordination Overhead

Logistical ripple effects	Charter bookings often tie into specific venue arrival windows, such as weddings, corporate venues and school excursions. A shift in your timeline forces our team to re-verify that the vehicle is actually allowed to park or wait at the location at the new time, and that the new timing still fits the venue's requirements.
Reconfirming every connected detail	A change can mean re-checking run sheets, parking arrangements, tolls, timings and driver allocation, then reissuing confirmations, so every part of the booking still lines up.

When a Change May Not Be Possible

We accommodate changes wherever we can, but it is not always possible to make an amendment, especially close to the travel date. Charter transport is a scheduled operation with finite vehicles and drivers, so some changes simply cannot be fulfilled. A change may not be possible for any of the following reasons:

Vehicle availability	The vehicle you need may already be committed to another booking at the new time or date, and we may have no equivalent vehicle free.
Driver availability	Drivers are rostered in advance. A changed time may fall outside a driver's shift, clash with another charter, or breach fatigue limits, with no other driver available to cover.
Other bookings that day	Your vehicle is usually scheduled across other jobs. A change that disrupts those connected bookings may not be possible without letting other clients down.
Subcontracted or partner services	Where any part of a larger job involves an external partner, a change must also be agreed by them, and they may not be able to accommodate it.
Fatigue and legal limits	A change that would push a driver past legal working hours cannot proceed unless a second driver or a revised schedule can be arranged in time.
Route or vehicle restrictions	A new destination may not be safely accessible to the vehicle, due to low bridges, weight or height limits, narrow streets, tight turns or no suitable coach parking.
Venue and access windows	The new timing may fall outside a venue's permitted arrival, parking or dwell window, or outside an event's traffic-managed access times.
Permits and approvals	Some locations require pre-arranged permits or bookings, such as coach parking that must be reserved in advance, which cannot always be secured at short notice.
Insufficient notice	Close to the travel date, run sheets are finalised and drivers dispatched. Some changes simply arrive too late in the process to action safely.
Peak-period demand	During busy periods, spare vehicles and drivers are scarce, so there is less flexibility to absorb a change.

Where a requested change cannot be accommodated, we will always tell you promptly and work with you on the best available alternative.

How to Request a Change

Ask as early as possible	The earlier you request a change, the more likely we can accommodate it and the more options you have.
Put it in writing	Request changes in writing so the amended details are clear and confirmed, avoiding any misunderstanding on the day.
Wait for confirmation	A change is only in effect once we have confirmed it back to you. Please do not assume a requested change is locked in until you receive our confirmation.

This policy sits alongside our Terms & Conditions, which govern cancellations and other booking matters.