Booking Postponement & Date Change Policy

How We Handle Postponements and Date Changes, Why We Ask for at Least Seven Days Notice, and What Happens With Less

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Plans do not always go as expected. A sporting fixture is washed out, an outdoor event is called off, or circumstances change and you need your trip on a different day. We understand this completely, and where we can move your booking to a new date, we will gladly help. This document explains how postponements work, why we ask for at least seven days notice, and what happens when a change is requested closer to the travel date. Our aim is to be clear and fair, so you know exactly where you stand.

The short version: a date change with **seven or more days notice** is handled as a postponement wherever a vehicle is available. A change requested **within seven days** of travel is treated under our Cancellations policy, followed by a fresh booking for the new date. The rest of this document explains why.

7+ Days Notice for a Date Change | Subject to Availability | We Help Where We Can

The Policy in Brief

Notice Given	How It Is Handled
7 or more days before travel	Treated as a postponement. We will move your booking to your new date wherever a suitable vehicle and driver are available. A date change is not guaranteed, as it depends on availability, but with this much notice we can usually help.
Within 7 days of travel	Treated under our Cancellations policy, followed by a new booking for your preferred date. By this stage the vehicle and driver are committed to your original date, so a short-notice move is effectively a cancellation and a fresh booking.

A postponement is always subject to availability. Cancellation terms and any fees are set out in our Terms & Conditions.

The Common Situation: A Rained-Out Fixture

The most frequent request we receive is from sporting teams and clubs after a wet-weather washout. A game is called off, and the team quite reasonably wants to move the same transport to the following week. We genuinely wish we could simply slide every booking forward seven days, and where we have the notice and the availability, we do. The difficulty is that a bus booked for this Saturday has, in almost every case, already been promised to someone else next Saturday. Weekends are our busiest time, and the very day you would want to move to is usually already taken.

This is not a matter of willingness, it is a matter of physics and scheduling. We have a finite number of vehicles and drivers, and each is committed across a calendar of bookings. Moving one booking is not as simple as changing a date in a diary, it means finding a vehicle and a driver who are free on the new day and not already promised to another client. With good notice we can often make that work. At the last minute, on a busy weekend, we usually cannot.

Why a Short-Notice Postponement Is Really a Cancellation

When you confirm a booking, we do not simply note it down, we commit real resources to it. A specific vehicle is set aside for your date, and a driver is rostered to your job and, in doing so, made unavailable for other work. As your travel date approaches, that commitment deepens: run sheets are finalised, routes are checked, and the driver's day is locked in around your booking.

So when a postponement is requested at short notice, the original service has, in practical terms, already been fully prepared and set aside for you. Moving it is not an adjustment to an existing job, it is releasing that committed service (a cancellation) and creating an entirely new one for a different day (a rebooking). That is why a change within seven days falls under our Cancellations policy: not to be difficult, but because that is genuinely what is happening behind the scenes.

Why Bus Operators Cannot Postpone at Short Notice

It is worth explaining the reasons plainly, because they are not obvious from the outside. Several genuine operational realities sit behind this policy:

Vehicles are booked in advance	The vehicle on your booking is very likely already committed to another client on the date you want to move to, especially on weekends. We cannot give the same bus to two groups on the same day.
Drivers are rostered ahead	Drivers are scheduled into interlocking shifts across the week. Your driver may already be assigned to another charter on the new date, or the change may fall outside their rostered hours, with no relief driver free to cover.
One move disrupts others	Each vehicle usually runs several jobs across a day and week. Shifting your booking can collide with those connected jobs, so accommodating one postponement can mean letting other clients down, which we will not do.
Peak demand on the target day	A rain-out usually pushes an event to the next equivalent day, most often the following weekend, which is precisely when our fleet is already most heavily booked. The day you most want is the day we are least likely to have free.
The service is already prepared	Close to the date, your service is planned, rostered and ready. That preparation cannot simply be lifted and dropped onto another day, it has to be released and rebuilt.
Fairness to other clients	Other clients have booked in good faith and secured their dates. We cannot displace a confirmed booking to accommodate a last-minute move of another.

How to Give Yourself the Best Chance

If there is any chance your date might move, a little planning goes a long way. These simple steps make a postponement far more likely to succeed:

Tell us early	The moment you suspect your date may change, let us know. Early notice gives us the best chance to hold options open for you.
Flag a likely wet-weather date up front	If your event has a known backup or rain date, tell us at the time of booking. Where possible we can note it, so we understand your situation in advance.
Be flexible on the new date	If more than one alternative day works for you, your chances of finding an available vehicle improve considerably.
Confirm the change in writing	A date change is only in place once we have confirmed it back to you. Please do not assume a move is locked in until you receive our confirmation.

Our Commitment to You

We know a washout or a postponement is frustrating, and the last thing you need is a transport headache on top of it. Please know that when you contact us about a date change, we will always do our genuine best to help. Where a vehicle is available, we will move your booking gladly. Where it is not, we will tell you honestly and promptly, and work with you on the best alternative we can offer. This policy is not about turning work away, it is about being straight with you regarding what is and is not possible, so you are never left guessing on the day it matters most.