



Covid - 19

Addition/Changes to booking Policy - Terms and Conditions

BRIEFING

Everyone has been facing so much uncertainty recently with the current Pandemic. A1 Coaches are fully aware of the upheaval it has caused to everyone around us, including our customers.

We are still open for business but realise that with the Current Covid-19 pandemic, people have been having to reschedule plans or make changes We want you to feel confident that your travel requirements are safe with us and give you peace of mind that we will do our best to accommodate all your changes in relation to Covid-19.

BOOKINGS – CURRENT AND FUTURE

Any bookings having to be rescheduled due to Government regulations will be changed free of charge or refunded accordingly. We will work alongside current Government roadmap dates and keep this information updated.

Any bookings that have been cancelled due to Government regulations will be refunded.

Any bookings that have been rescheduled will be granted for the re scheduled date.

EVENT BOOKINGS

Any event seats for concerts/festivals that have been rescheduled will automatically be transferred, if this is a date that you can no longer manage, we will try to sell your seats on to other members of the public, unfortunately we will not manage to refund you direct for this unless your seat has been transferred to someone else either by us as a company or yourself.

CONFIDENCE IN BOOKING WITH A1

We are very approachable and will ensure you have one to one contact with our sales team to help you with your travel plans whatever your concern. We are here to help.