

Booking Process

How to Book Your Charter Bus, Minibus or Coach Service
Sydney Charter Bus Australia | NSW Accreditation No. 39461 | ABN: 44 134 888 912

Please note: This document describes our booking process. It is not the booking form. Upon email request to proceed with a confirmed quote, we will issue you with the appropriate booking link for your service type. All bookings are processed through our **Booking Hub**, which generates a unique **Booking ID** for your reservation. All quotations and confirmations are issued in writing by email.

The Booking Process — 5 Steps

1 Quote Obtain a quote from our Online Quote page. All pricing is documented in writing by email.	2 Online Booking We email the appropriate booking link. Complete through our Booking Hub to receive your unique Booking ID.	3 Confirmation We verify details and issue a formal written confirmation by email with tax invoice and driver details where available.	4 Payment Full payment required at least 7 days prior. Visa, MC, AMEX, Diners or bank transfer. No cash. No cheques.	5 Bus Arrives Your allocated vehicle arrives at least 5 minutes before the scheduled pickup time. Your service begins.
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Booking Process — Detailed Guide

1 Quotation — All Pricing Documented in Writing

All quotations are issued exclusively by email to ensure pricing is documented in writing and that a clear, verifiable record of correspondence is maintained — particularly important for bookings arranged well in advance.

To obtain your quote, visit our Online Quote page and submit your service details. Ensure the itinerary, passenger numbers, pickup and drop-off locations, and all special requirements are as accurate and complete as possible — pricing is based on the information supplied at the time of enquiry.

2 Online Booking — Booking Hub & Unique Booking ID

Once you have received your written quotation and confirmed your intention to proceed, contact us by email. We will respond with the appropriate booking link that matches your service type.

All bookings are processed through our **Booking Hub**. This system automatically generates a **unique Booking ID** for every reservation — a reference number that is essential for identifying your booking when requesting amendments, making payment or corresponding with our office. Please quote your Booking ID in all communications.

3 Booking Confirmation — Tax Invoice & Driver Details

Upon receipt of your completed booking form, our team verifies all information and issues a **formal written booking confirmation by email**, accompanied by a **tax invoice** reflecting the full quoted price inclusive of GST. Where a driver can be allocated at the time of confirmation, their contact details will also be provided.

The booking confirmation constitutes the formal agreement governing your service. Please review all details carefully and notify our office immediately of any discrepancies, itinerary changes, passenger number changes or special requirements.

4 Payment — Prior to Service, In Full

Full payment is required prior to the commencement of service — typically **no later than seven (7) days before the booking date**. For bookings made within this seven-day window, payment is required immediately upon confirmation.

Accepted: **Visa, Mastercard, AMEX, Diners Club** (online or by phone — receipt emailed); **Bank Transfer / EFT** (quote Booking ID as reference — details on invoice).

Not accepted: **Cash on the day** (drivers do not handle cash under any circumstances); **Cheques** (not accepted in any form).

5 Your Bus Arrives — Service Commences

Your allocated vehicle will arrive at the confirmed pickup location **at least five minutes prior to the scheduled departure time**. Where suitable parking or a legal stopping position is unavailable, the driver will contact the nominated group representative to confirm the most appropriate nearby pickup position before proceeding.

Please ensure the group contact person is reachable by mobile on the day. All passengers should be assembled and ready to board at the scheduled time — departure delays affect the full itinerary and may result in overtime charges.

FAQ 1 — No Bus Access or Parking at the Pickup Location

Where the designated pickup address does not permit the bus to park or stop legally — for example, in a clearway, no-stopping zone, busy CBD block or narrow residential street — our driver will position the vehicle as close as practicable to the agreed meeting point and await your contact.

A **All passengers must assemble at a single, agreed meeting point before the driver is contacted.** Only once the entire group is present and ready to board — bags collected, all members accounted for, ready to walk directly to the vehicle — should the nominated contact person call the driver using the details provided in the booking confirmation.

▶ Upon receiving that call, the driver will proceed directly to the pickup zone, facilitate boarding without delay and depart promptly. **The driver must not be called while any member of the group is still en route, in a bathroom, collecting items or otherwise "almost ready."** Calling the driver before the group is fully assembled is the most common cause of double-parking delays and traffic disruption at pickup points.

! Where the vehicle must double park or stop in a restricted zone to load passengers, **boarding time must be kept to an absolute minimum.** Extended stopping in a restricted zone creates safety, legal and traffic compliance risks. Poor coordination at the pickup point does not suspend the service clock — overtime charges apply from the scheduled departure time regardless.

FAQ 2 — Additional Costs on the Day of Service

There are **no additional charges payable on the day for standard, pre-confirmed services**. All costs for the agreed service are prepaid in full prior to commencement. However, certain variations or departures from the confirmed itinerary that occur on the day may attract supplementary fees, charged in accordance with our Terms & Conditions of Charter & Hire.

Circumstance	Charge Explanation
Unscheduled pickups or drop-offs	If the driver is requested to undertake a pickup or drop-off at a location not included in the confirmed itinerary, an additional charge may apply. All known stops should be included in the original booking.
Alternative tolled routes	If you request an alternative route involving a toll road not included in the original quotation, the applicable Class B toll fees will be added to your account and charged accordingly.
Overtime charges	Should your group extend the charter beyond the agreed return time, overtime charges apply. Overtime is calculated in 15-minute increments , with the first 15 minutes treated as a grace period. Charges apply from 30 minutes beyond the scheduled return time. Drivers do not have authority to approve charter extensions — all overtime must be authorised by our office.
Paid parking & venue access fees	Any request to visit a location not in the confirmed itinerary where paid parking or access fees apply will attract additional charges. Such charges (e.g. Sydney Fish Markets commercial parking) are payable to our office by credit card only — online or by phone. Drivers do not handle cash payments.
Itinerary changes (Charter services only)	Drivers <i>are</i> authorised to make itinerary changes — for example, altering the order of stops or visiting a different location — where the

service is a fully-chartered hourly hire service (not a fixed there-and-back transfer), and providing the change fits within the agreed booking hours. Where changes incur toll or parking costs, these will be invoiced accordingly.

Drivers do not handle cash under any circumstances. Additional charges arising from day-of-service variations will be communicated by our office, invoiced against your Booking ID, and charged per our Terms & Conditions. A revised tax invoice will be generated and emailed at the conclusion of the service.

Payment Methods & Accepted Cards

✓ Accepted Payment Methods

Visa

Online or by phone — a payment receipt is emailed to you upon successful processing.

Mastercard

Online or by phone — a payment receipt is emailed to you upon successful processing.

AMEX (American Express)

Online or by phone — a payment receipt is emailed to you upon successful processing.

Diners Club

Online or by phone — a payment receipt is emailed to you upon successful processing.

Bank Transfer / EFT / Direct Deposit

BSB and account number are provided on your tax invoice. Please quote your **Booking ID** as the payment reference to ensure correct allocation.

✗ Not Accepted

Drivers do not handle cash payments under any circumstances. Cash is not accepted at any stage.

Cheques are not accepted in any form.

Payment due: At least 7 days prior to your service date. For bookings made within 7 days, payment is required immediately. Your booking is not confirmed until payment has been received and a tax invoice has been issued.
School clients: Purchase Orders and P-Cards are accepted — see School Terms & Conditions.

Useful Links & Further Reading

- ✓ [Get a Quote Online](#)
- ✓ [Terms & Conditions of Charter & Hire](#)
- ✓ [School Terms & Conditions](#)
- ✓ [Payments Policy](#)
- ✓ [Frequently Asked Questions \(FAQs\)](#)
- ✓ [Pricing Structure & Rates](#)
- ✓ [Company Policies](#)
- ✓ [Contact Us](#)

Ready to Book? Contact Our Team.

NSW Accreditation No. 39461 | ABN: 44 134 888 912 | Operating since 2003 | 100% Australian owned | Direct operator — no brokers

1300 468 199 | 0413 182 999 | info@sydneycharterbus.com.au

Mon–Fri 9:30am–4:30pm | Weekends 12:00pm–2:00pm | Public Holidays: Operational — Office Closed

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