



UK'S LEADING PROVIDERS OF TRANSPORT FOR INTERNATIONAL VISITORS

Coach Direct are the UK's leading providers of coach hire, minibus hire and chauffeur car hire, helping clients throughout the World who require quality vehicles during their stay in the UK.



Introduction to Coach Direct Limited

Welcome to Coach Direct – Market leaders in the coach hire sector since 1995. With UK Nationwide, European and Worldwide coverage, Coach Direct fully understands the broad operational and safety legislation aspects in order to plan, book and manage safe transportation for our international clients.

Coach Direct strives to give the most competitive quotations without compromising on the quality of service or vehicles we supply. We undertake all types of bookings for chauffeur cars, minibus & coach hire, irrespective of the budget, the number of passengers, or the pick up/destination. Whether it is for an airport transfer, coach tour or a day trip requiring multiple vehicles and sizes – no job is too small or too large for us.

Since its formation, Coach Direct has handled bookings from hundreds of different businesses, organisations and individuals across the world – with a large proportion who place regular bookings with us each year.

We have many established supply relationships: from Private Individuals, language schools, tour companies and many more. We can plan, manage and complete multi vehicle requirements for the same booking just as easily as booking a single vehicle, so that we can move people from all over the country to a single destination and back again.

Experienced Within International Visitors Sector Since 1995

Coach Direct realise reliability is as important as passenger safety and comfort when dealing with the transportation of its International clients. 2012 saw the UK have a record number of visitors to watch the London Olympics, Coach Direct were proud to have played a "Games Maker" role in ensuring our international visitors were collected and transported to their destinations efficiently.

Vehicles supplied by Coach Direct have been thoroughly tested and fitted with comfort and safety in mind. Drivers are CRB checked and trained to deliver a first class service. Carriers are regularly assessed to ensure they are compliant with and approved by the latest VOSA and legal driver hour regulations. Coach Direct operates a "zero tolerance safety policy" scheme with our supplier base, which means any carriers, and/or drivers found to be in breach of the Coach Direct safety policy are removed immediately from our supplier listings, and reported to the appropriate transport industry body.

It was a huge and complex undertaking and I don't think we have ever seen all the transport agencies come together in such a way before; the co-operation and focus were just fantastic. Even though the Games are over, I know that everyone is looking back with massive pride.

LOCOG
athletes vehicles

Coach Direct organised a coach for my colleagues to Brighton from London Heathrow airport and back. A number of last minute changes had to be made. What really impressed me was that you were always polite and ready to help, no task was too annoying or difficult and you was always reliable when it came to making the changes.

Nigel – Austrian Group
Co-ordination





Supplier Quality Checking

In order to maintain an efficient and safe service Coach Direct carries out regular quality checks on its coach and bus suppliers.

Operators are screened and checked via the VOSA inspectorate body to ensure contracted suppliers to Coach Direct are fully compliant with the latest vehicle legislations, and to ensure the supplier drivers are not in breach of any UK/ European driver hour regulations.

Coach and Bus Operators working with Coach Direct Limited have to comply with the companies stringent Code of Safety Practice Scheme – with the latest approved carrier details kept on file.

A comprehensive safety management scheme is followed to ensure supplied vehicles are safe, legal, and industry compliant. Coach and Bus drivers are trained within the areas of: Code of conduct for passenger management, and the current UK/European PSV transportation emergency procedures.



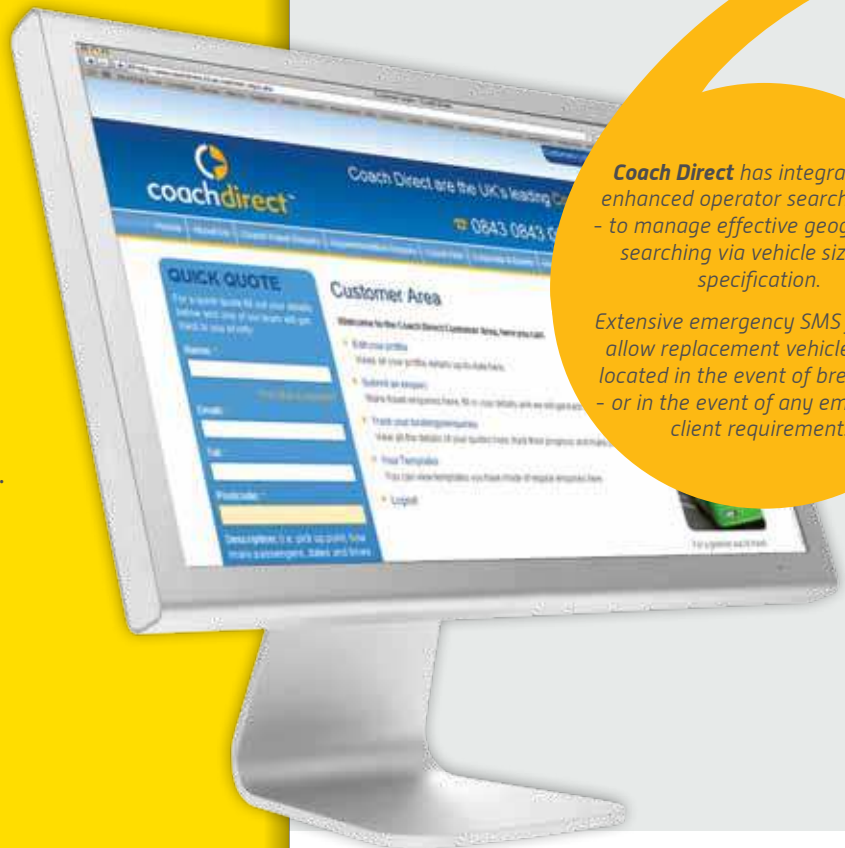
With a keen eye for information technology detail - Coach Direct use the latest tools and business processes in order to meet their clients demands, and to regularly exceed their service expectations.

Support Systems

The Coach Direct online system allows registered clients to manage their ongoing transportation needs in a quick and effective way. Clients are able to place new enquiries online, and to use a range of administration tools - to view historical and future bookings with the company - including a secure EPDQ online payment facility.

Approved suppliers can use the Coach Direct system - in order to administer their workload with the company, and to upload their latest vehicle and driver details, including insurance and legal documentation.

Additional platform technology allows Coach Direct Operations and Management staff to handle bookings and contingency planning, and to send out emergency alerts via the companies extensive email and emergency SMS facilities - giving enhanced client peace of mind.



Coach Direct has integrated an enhanced operator search facility - to manage effective geographical searching via vehicle size and specification.

Extensive emergency SMS facilities allow replacement vehicles to be located in the event of breakdown - or in the event of any emergency client requirement.

Travel Industry Associations

Industry sectors change over time in terms of the client's core expectations and requirements. This is often driven by means of regional/geographical changes, a shift in social/political thinking, or some major advancement on the technology front. The Incoming Group Travel Industry is directly affected by such changes and wise suppliers to the industry need to keep their products and/or services applicable.

Membership to key industry institutions allows Coach Direct to meet with other key suppliers, keep our services in correct alignment to the requirements of the Incoming Group Travel industry, and to offer our companies specialised transport services to be used by other partner trade organisations.



Coach Direct have joined a number of key industry institutions in order keep our services in correct alignment to the requirements of the Incoming Group Travel marketplace.



Nationwide & European Aligned

With vast knowledge of the coach hire sector, backed by an extensive support and safety structure, Coach Direct is perfectly positioned to service client transfers on a UK Nationwide, and mainland European basis.



Our extensive supplier database coupled by the fact we are booking service-aligned means Coach Direct has immediate access to an enviable source of supply. Large and diverse fleet lists are maintained ensuring vehicles can be sourced across the full range from: Private Car, MPV, Minibus, Mini-Coach, Midi-Coach, and the complete range of full size Coaches and Buses, including: Standard Specification, Executive and Touring Coaches, Double-Decker Coaches and Vintage.

Some of our clients include:

BALFOUR BEATTY

RBS

ACCENTURE

ABBEY

MARKS AND SPENCER

BARCLAYS

NATO

GOLDMAN SACHS

CADBURY'S SCHWEPPE'S

AUSTRALIAN FORCE ACADEMY

GLAXO SMITH KLINE

BT

AMERICAN EXPRESS

Coach Direct Operations and Management staff are trained within the transport industry to understand the current UK and European legal regulations - as applicable to vehicle driving hours, current vehicle safety specifications, and the UK/European applicable coach and bus driver legislations.

