

**Specialist Services
for Coach & Bus Hire**

*With vast experience within the travel sector, Coach Direct Limited operate the premier #1 quality booking service for Coach and Bus hire within the UK, Europe and beyond. With a keen eye for technology and customer service, Coach Direct employ only the very best consultants backed by the very latest tools and business processes in order to deliver a truly high quality service. This is fully backed up by our SMS emergency messaging systems and unique Code of Safety Practice Scheme that ensures our clients are backed by a level of safety and peace of mind that is only available from one company across the UK and beyond - **Coach Direct***



Our Core Values:

- Commitment to be the best
- Building long term relationships
- Professional and efficient at all times
- People Matter – our staff, our clients, our partners
- Continual Development

Coach Direct Limited

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**The Future in Coach and
Bus travel**

**Case Study:
EAC Language
Centres**



**Coach Direct
Limited**

Summer Language School sings the praises of Coach Directs professional & friendly service

Coach Direct prides itself on the ability of all its staff members to quickly establish a close working relationship with every one of its clients.



Based in Edinburgh, Scotland The EAC required a company with a national network of operators

Two of our core values are: people matter - our clients our partners and our staff, and to be professional and efficient at all times. Working to carry through these objectives helps us to achieve the desired level of customer satisfaction.

Background

EAC is a specialist company working in the field of activity camps and English language education for teenagers and young people from Britain, Europe and around the world. The company runs a chain of summer language schools based around the UK dealing with a wide range of nationalities. This invariably involves transporting enormous numbers of children around, quite often at very short notice

The Challenge

From mid July to mid August, 600 students and staff arrive at Heathrow, Gatwick and Stansted. They touch down on 36 different flights all arriving on different days and at different times departing 6 weeks later. Over the month and a half that they are in the UK they have 53 different excursions booked to various destinations in London and across southern England

Plans Take Shape

EAC's sightseeing excursion destinations in Southern England & London can include the cities of Bath, Canterbury, Brighton, Oxford and Cambridge plus visits to Kew Gardens, Greenwich and Hampton Court Palace and various castles and theme parks. Planning and more planning, this is coach Directs meticulous approach to minimising any unforeseen circumstances that may arise. Initially the numerous airport transfers were carried out by sourcing 15 of our quality operators. We then proceeded to work closely with Hannah Torrance and her team to work out a water tight schedule for their 53 excursions. Maintaining a high degree of flexibility meant we could respond to any extra demands that were requested by EAC

Customer Comments

"Coach Direct has been an integral part of our transport department. They've been very reliable (including dealing with our business at unsociable hours and on weekends) All the staff there are very friendly and extremely professional and their prices are the same as approaching a coach company directly which is an excellent deal.

I would have no hesitation in highly recommending Coach Direct to any business that involves logistics - they've been life savers for us on a number of occasions"

Hannah Torrance
Travel & Excursions Manager
EAC Language Centres



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