

18 April 2007

As a small company running sixteen seater minibuses we feel that it is unfair that we are charged the same price as a full sized coach to collect passengers at Heathrow airport.

BAA reason that we still occupy one space in the car park does not hold water as the minibuses utilise spaces where a full size coach can not be parked.

When collecting passengers from the terminal a minibus collecting a maximum of 16 can do this much quicker than a coach collecting up to 60 passengers and therefore the space can be used for more vehicles in any given period.

We have also encountered problems when our passengers are waiting at the pickup point but we are not released because of congestion and when you are released you find coaches that were released before you still blocking the bays with no passengers in sight leading you to believe that some operators get preferential treatment.

Haines Mini Coach