

HRR NEWS

ISSUE NO. 3

MAY/JUNE 1983

KIDNEY DRAMA ON THE CHANNEL

When Dulwich Hospital Kidney Patients Association planned their day trip to Boulogne they could never have envisaged such a happy ending to their 'day-out'.

On the return journey, half an hour out of Dover, the doctor-in-charge was called to the Bridge to take a radio-call. He was informed that a donor had been found for one of the patients on board. Knowing that time was of the essence, special arrangements for their arrival at Dover were made. Passing through Customs and Immigration Control in record time - about one minute flat - driver Peter Cobb drove the party to a rendez-vous with a waiting police car which carried the patient and his wife to Dulwich Hospital where the operation was immediately carried out.

We are pleased to report the operation was a success and the patient concerned is in good spirits - so good, that he is now saying he would have brought back three times his quota of duty-frees if he had known!

The story was quickly picked up by the local papers, appearing on the front page of the Epsom and Ewell Herald under the heading 'Day Trip to a New Kidney'.

u



In this issue

Page

Vive la France!	3
MD's Message	3
Royalty & Railways	4
On Tour in Northern Ireland	6
Marathon Man	7
GLC Thames Barrier	8
Keeping in Touch	9
M25 Progress	11
Spotlight on Safety/Cartoon	12

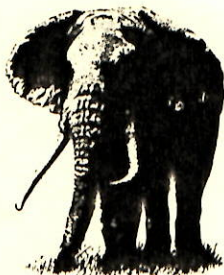
EPSOM COACHES IN THE NEWS AGAIN

Yet again Epsom Coaches has caught the attention of the Press. Almost all the local papers gave mention to the fact that Epsom Coaches had been given the responsibility of handling all coach movements for the World Petroleum Conference at the Barbican Centre in August. The Open Day continued to receive coverage in trade journals such as Coaching Journal and London Log, the former including a picture of Lynn Bilham demonstrating our computer reservations system. John Wort of Crescent Travel and Rosemary Lever had their pictures in the 'Travel News' for their educational visit to Damascus and success in the East Sussex Tourism town crying competition respectively.

"Schools closed....we're off on Safari"

This was the caption to a half-page picture which appeared in the Epsom & Ewell Herald. It shows Stoneleigh County First School's 195 pupils and accompanying parents and teachers, with an Epsom Coach in the background, prior to setting off for a visit to Windsor Safari Park. It was the first time all the pupils had taken their annual outing together.

Headmistress, Mrs Patricia Kingston, said, "The children enjoyed the coach tour through the safari park, and seeing the animals so closely. A camel almost looked in, but the children weren't frightened. They also saw the dolphin show and killer whale. It was one of the best outings."



S.E. ENGLAND PROMOTION

On 3rd June Epsom Coaches provided the South East England Tourist Board with a Volvo 50-seater coach for their one-day familiarisation trip for tour operators. The day started with a guided visit of Sutton Place and was followed by lunch at Pennyhill Park. In the afternoon the group donned hard hats for a visit to the Anugraha Conference Centre at Egham which is still in the building stage. Anugraha is the innovation of a team of businessmen dissatisfied with existing conference facilities in the South East. The centre will include about 100 guest bedrooms.

Roy Richmond accompanied the party as representative of Epsom Coaches and Alan Graham was the driver.

2.

ONLY THE BEST FOR OUR CUSTOMERS!

Travel Anywhere are certainly living up to their name with the full and interesting itineraries they have prepared for their four groups during June. The list of included items is too long to mention but the highlights include a champagne supper party with the Marquess of Hertford at Ragley Hall, a visit to the House of Lords ending with tea on the Members' Terrace, overnight accommodation in Leeds Castle to include dinner in the State Dining Room (the drivers will be staying in the Castle too!), a visit to the Mansion House as guests of the Lord Mayor of London and a reception at Winfield House in Regents Park, home of the American Ambassador to London. The tour participants will certainly require stamina to keep up the pace of this 'high living'.

KEEPING IN FASHION

Once again we have been given the task of taking L'Oreal on their round-Britain fashion tour. The coach will be duly set up with dress rails inside.

EXCURSIONS BOOKINGS

Holiday bookings are showing an improvement with figures for this year now about 10 per cent down on last year. Excursions bookings, on the other hand, show a marked increase at the end of April compared to figures at the same time last year.

CHRISTMAS AND NEW YEAR PROGRAMME

Details of our Christmas and New Year programme have now been finalised and a special leaflet will be out in July. At Christmas, we are offering 5-day packages to St. Ives and York with a 4-day package to the Cotswolds for the New Year.

CRESCENT TRAVEL BECOMES E.T.

From 1st November, Crescent Travel will become Epsom Travel, Leatherhead in an aim to present a more corporate image. In turn, the colour schemes of both shops will be changed to maroon and cream to fall in line with Epsom Coaches.

VIVE LA FRANCE!

For the first time ever and after much deliberation the British and French Governments have granted a licence for a regular direct coach service between the U.K. and the French Riviera to be known as the "Riviera Express". The service, to start on 1st July, will be operated by Epsom Coaches in conjunction with Cars Phoceens in France.

The new service will be £55.00 one-way and £98.00 for the return journey with a seasonal supplement in July and August. Overnight travel is avoided as accommodation en route in rooms with private facilities is included in the price.

The outward journey departs on Fridays at 9.45 am from Victoria Coach Station, picking up also at East Croydon. Crossing via Sealink's Dover/Calais service, the journey continues to the overnight stop. Next morning, we continue to Orange where a stop for lunch is made. Passengers and luggage are then transferred to Cars Phoceens to continue the journey to Nice. Similar arrangements are made for the return journey.

Not only is it hoped to attract the independent traveller, but also the client who requires an inclusive arrangement with accommodation in a hotel or self-catering apartment included which will be offered by French Leave Holidays.

This service is bookable through any A.B.T.A. travel agency.

CAR RALLY



The possibility of a sponsored car rally in aid of a new car for our Managing Director, Roy Richmond, has been discussed at a recent Directors' meeting. Alan Graham will be particularly pleased to read this following his experiences when chauffeuring Doris Richmond to a recent film premiere in London!!

THE MD'S MESSAGE

Even with the wettest Spring in memory business started to pick up in May. Our licence to operate a weekly service to the south of France has now been granted and will operate throughout the year from July 1st. To mark the 30th year of "roll-on" and "roll-off" ferries Geoff Heels will be taking his 33-seater Bedford, in our original colour scheme, to Dover when the Harbour Board publicises this event. The new Paramounts have attracted attention and brought in additional work for the fleet as a whole. We have changed computer software support and hope to continue development in this field. The name of Crescent Travel is being dropped as from 1st November with Epsom Travel representing all our Retail Travel interests.

Whereas our retail and tour operating interests are monitored with membership of ABTA, the coach interest is observed by membership of the Bus & Coach Council. Great concern is being given to operators who cease trading and start up immediately after, in the ownership of one of the previous Managers or Directors. Also, unfair competition is being taken up with the National Bus group who receive substantial Bus Grants and Fuel Tax rebates when their normal services are being disrupted by lack of vehicles.

Trading "up-market" it is difficult to maintain a high standard when the seasonal pressures are greater - we must remember our image, the means by which to win through.

Roy Richmond

MATCHING UP TO OUR NAME

Using a rather novel approach to promoting oneself, M & S Newsagents of Sutton are going to advertise the fact that they are agents for Epsom Coaches on the side of boxes of matches they sell.

SPREADING THE WORD

Drivers Peter Cooper and Martin Wells gave out summer brochures and tourist attraction leaflets from a coach parked on the forecourt of the Spread Eagle Hotel in Epsom in April, just prior to the May Day Bank Holiday.

WILKINTOURS

Two of Wilkintours' directors recently visited our premises to discuss the possible transfer of future business from their present coach operator to Epsom Coaches. They were particularly impressed by our maintenance and wash facilities; also, the fact that our drivers are uniformed. As a result, we have already provided coaches for a few of their groups and hope to continue a close working relationship with Wilkintours.

Wilkintours is one of the top three incentive ground handlers specialising in large movements. They also handle British Isles tours, sightseeing excursions and transfers - mainly for the American market although they do have a steady turnover of Japanese and European traffic. In common with Epsom Coaches they are a family business who are known from personal experience (Rosemary used to work for Wilkintours) to be loyal to their suppliers and to show appreciation of good service.



SKYTRACK

Colin Wyeth and Brenda Arter recently attended a Skytrack course. Epsom Travel will now be able to use their Prestel set for air reservations and fares, in addition to Prestel's existing applications.

'ROYALTY & RAILWAYS' EXHIBITION

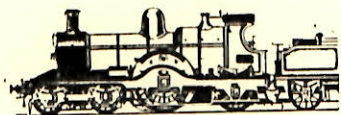
Windsor's latest attraction, Madame Tussaud's 'Royalty & Railways', opened its doors to the public on 1st April 1983.

Peter Gooch was invited to attend a special evening for coach and tour operators to see for himself what this new attraction has to offer. His impressions were very favourable and, as a result, we are now sending out details of this exhibition with quotations with the hope that it will generate business in this direction.

The Exhibition re-creates some of the pomp and splendour of Queen Victoria's Diamond Jubilee of 1897 on the very site of Windsor and Eton Central Station which was the terminus for the Queen's Royal train on her journeys from Paddington to Windsor Castle.

Of particular interest is "Sixty Glorious Years", a specially designed auditorium equipped with advanced sound and visual systems where you can enjoy a presentation of memorable events from Queen Victoria's long reign. During the show the large screen disappears, disclosing a stage where you meet some of the outstanding personalities of the Victorian age.

A visit to 'Royalty & Railways' lasts approximately 45 minutes which means it can easily be combined with a day out in Windsor.

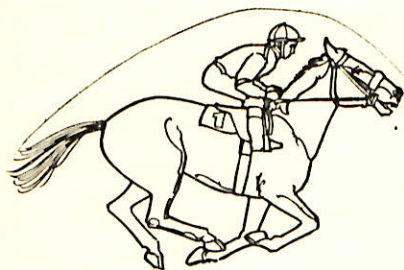


HISTORIC COMMERCIAL VEHICLE RALLY

Congratulations to John Huxford on winning 3rd Prize in the Specialised Vehicles Section at Brighton with his A.E.C. crane.

HORSE AND JOCKEY SYMBOL

Our 'horse and jockey' symbol which is already featured on the new Volvos now appears on our new ticket wallets and baggage labels.



ROBBIE'S SILVER JUBILEE

Stan Robbins joined the Company on 16th May 1958, so completing twenty five years service with Epsom Coaches.

WELCOME

On 6th June we welcome Irene Hall who will be working in our Seat Reservation Department. She has previously worked at Dorking Library.

NEW DRIVERS

We welcome two new drivers into our midst - Bert Norris and Warden Miller.

JOHN HUXFORD

We are very sorry to say goodbye to John Huxford who has worked for Epsom Coaches for over three years.

ACCOUNTANT

Brian Judge will be joining Epsom Coaches as Accountant on Monday, 4th July. The appointment of a full-time, fully-qualified accountant is seen as a natural step for a company of our size and turnover.

PRIVATE HIRE BROCHURE

Members of Epsom Coaches' staff became film stars for the day when a two-day photographic session was held in preparation for the new Private Hire brochure, at present in the design stage. It will take the form of an eight-page full-colour A4 brochure in high quality paper. It is hoped to distribute this brochure as widely as possible amongst tour operators, companies and associations.

ON FILM

A local retired Solicitor is busy filming at our Epsom garage with a view to putting together a film about Epsom Coaches which can be shown to local clubs and associations. He has already made films about similar local firms and amenities in an aim to increase people's awareness of the community they live in.

SCREEN TEST

When Wallace Arnold telephoned to say they required a front screen repair to one of their Paramounts, there was an air of panic in the paintshop. It was the first time they had been called upon to fit a new Paramount screen valued at over £400. Fortunately, there were no hitches although it did take three men to work on it because the screen is so heavy.

OUTSIDE REPAIRS

The paintshop staff have a major repair on their hands after a lorry drove into the back of a coach belonging to Ordibel UK Limited of S W London. The coach which once belonged to us is expected to take three weeks to put right.

CALLING ALL D.I.Y ENTHUSIASTS!

Do-it-Yourself enthusiasts may like to pay a visit to McKenzie's of Richmond Road, Kingston where Ron Meyer is now working Mondays to Fridays.

LETTERS

We have recently received several complimentary letters praising the drivers concerned, and also the back-up support given by the offices and workshops' staff. The following are a few excerpts:-

from the Directorate of Overseas Surveys:

"Thanks for the excellent service given to us during our two-day hiring of one of your coaches. We had to tour the East and West Southampton area and the unfailing cheerfulness and helpfulness of your driver Peter Tribe should not go unrecorded. Without his ready co-operation, the tour would not have been the success that it was."

from Mrs. Stanhope of New Malden:

"I wish to thank your driver Tony Hallett for making our trip to Spalding Tulip Time so enjoyable."

Despite a puncture, long traffic delays, etc. he remained very calm and patient throughout. I would also like to mention the fact that we had a very smooth and comfortable drive for the whole of the journey, and I consider Tony to be an exceptional coach driver."

Mrs. Jean Manning writes of a recent trip to Gagny in France:

"Your driver Alan Graham drove us round France and Paris as if it was Epsom. His courtesy, patience and confidence at all times made it a very enjoyable visit."

and finally, from the Lady Mayoress of Wimbledon and Merton in her role as Outings Organiser for the Mitcham and Morden Conservative Association:

"Our party were all most impressed by the efficiency of your organisation in replacing our window-shattered coach in so short a time. Our driver, Peter Cobb, was so calm and reassuring to us all."

THOUSAND LINES!

In what must surely be one of the longest letters received to date, a lady from Raynes Park has written to show her appreciation of several drivers on recent HRR excursions. The letter, 17 pages long, took from the 4th to 18th April to complete, and this is only the beginning of the season!

ON TOUR IN NORTHERN IRELAND

Steve Whiteway has just returned from touring Great Britain and Ireland with an American Presbyterian Church group. The tour included a visit to Northern Ireland, a destination seldom ventured to with an English coach these days.

First impressions were of the tight security which surrounds Northern Ireland, the party having to drive through three border controls before reaching the north. The group's base during their stay in Northern Ireland was 50 miles out of Belfast. Once or twice, Steve came up against road blocks and had to turn the coach around. Many of Belfast's streets are barricaded, Protestants to the left and Catholics to the right.

The Americans themselves were well received by the Irish although the presence of their English coach did cause a certain amount of anomosity. At one point, Steve had to park the coach on the Shankill Road whilst the group visited a nearby mission. The coach was spat on by some of the passers-by but the only damage was a smashed wing mirror.



MADE IN HEAVEN!

Epsom Evangelical Church, presently being built at the back of Longmead garage, might be interested to learn of some local talent nestling on their doorstep! Alan Trotter, who tells us he had an excellent soprano voice at the age of 7 - so good, he was offered a place at St. Paul's School - could be just the man they need for their choir.

MARATHON MAN

We are pleased to say that part-time driver Peter Wilson completed the London Marathon in 3 hours 57 minutes.

In a letter of thanks to everyone who sponsored him, he describes the experience of running in the Marathon.

"The experience was fantastic and electrifying. The atmosphere and good humour of both runners and bystanders was something beyond description, and an experience I would never have missed for the world. But it was very noticeable how, after about 10 miles, the revelry of the runners noticeably waned to near silence!

The last little slope up Westminster Bridge felt like Mount Everest and it gave me the first twinges of cramp, making me appreciate why some literally have to crawl in to the finish. But mercifully as I reached the apex of the bridge, the twinges went and I was able to run down to the finish gate, arms raised in victory.

Then it was a cold queue to be computer registered, collect a superb medallion, on to collect a bar of chocolate, a tin foil blanket, a cup of hot bovril, and then to the baggage bus to don my track suit.



The response to my sponsorship appeal has been quite staggering. Not only am I well on the way to reach my target of £1000 for a Guide Dog, but I am well over half way towards a second £1000 with promised money! So I am secretly hoping that I shall indeed be able to get a second dog!"

In fact, the latest we heard from Peter was that receipts are in the region of £1800.

Upon retirement, Ken Lifford plans to get into training for next year's London Marathon. We feel sure he won't be short of sponsors!

SERVICE WITH A SQUAWK!

Epsom Travel Manager Colin Wyeth certainly knows how to look after his customers. When the time comes for a local doctor to take a holiday in sunnier climes, his pet parrot is taken in for board and lodgings at Colin's home in Chessington. At the end of his stay, the parrot has been known to reward Colin with a box of chocolates for his troubles!



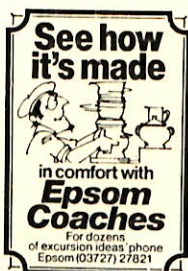
GLC THAMES BARRIER



Coach operators, guides and travel agents were recently given an opportunity to view London's newest landmark and tourist attraction - the G.L.C. Thames Barrier - and to hear first hand, details of the Barrier Centre which will be fully operational by May 1984.

The Barrier Centre situated on the South Bank at Woolwich will be easily accessible by road, boat or train - at the moment, parking space for up to 30 coaches is envisaged. The location of the centre offers visitors the best overall view of the Barrier. The Centre will be open 362 days a year between 10.30 am and 5 pm. There will be a £100,000 audio-visual presentation and exhibition on the lower floor which will dramatise the need for and explain the operation of the Barrier. The film show with eight-track sound and special effects will last about 10 minutes, take a maximum of 40 people and admission will be controlled by timed performance tickets issued in advance. There will also be a souvenir shop and cafeteria. Perhaps rather surprisingly, the cafeteria will only hold about 50 people - the G.L.C. say, however, they hope to extend on to surrounding land if demand is good.

The Barrier is expected to become an added feature of sightseeing excursions to Greenwich which is itself rich in associations with British maritime history.



BOTTLE BANK

Heather in our Private Hire department is collecting Martini bottles (empty ones, of course!) in readiness for the new 'Mount 1983' vintage.

'BE PREPARED'

When the 3rd Kingston Scout Group found to their horror they had booked the coach for their return journey for the wrong date, they were more than delighted that we could live up to the scouting motto 'Be Prepared'. The situation was soon rectified.

In a letter of thanks, the Assistant Scout Leader says he was particularly impressed by the efficiency of our office staff in the way they handled the booking from the initial enquiry stage. Although he had spoken to a different member of staff on each occasion, they still managed to show continuity.

IN THE SWIM

From Monday to Friday you can enjoy a swim at Epsom Baths between 12 noon and 2 pm at the reduced rate of 25p. For those wishing to swim uninterrupted lengths of the pool, a section will be allocated for this purpose. There is a buffet with hot and cold snacks for after-swim refreshment.



TRAINING WITH THE T.A.

Gary Bixley of the Paintshop will be getting away from it all when he joins a two-week training exercise with the Territorial Army at the end of June.

IN FOR THE HIGH JUMP

Leaving his hopes of joining the Epsom Coaches Morris Dancing team behind, Grahame Bath is now contemplating taking up parachute jumping. Does this mean he will soon be donning a red beret with his uniform?

FAREWELL

Farewell parties were held for Debbie Girdler and Janice Hawksley of our Private Hire department.

Debbie, leaving us after over 5 years with Epsom Coaches, was presented with a huge stuffed dog, a 'cross' between her own dogs 'Mister' and 'Skip'. In a letter of thanks sent on her return from a week's holiday cruising along the Thames, Debbie says, "Mick had a heart-attack and her two dogs went wild" when they mistook the dog for real.

In contrast, Janice was presented with a variety of baby goods wrapped in blue and pink crepe paper - the girls in the office certainly seemed to appreciate the toy duck and size 2 shoes!! Janice's baby is due on Bastille Day (14th July), and details of the new arrival will be given in the next issue of 'HRR News'.

MRS CROSS

Those who remember Charlie Cross who drove for us after the War might be interested to know that his wife continues to serve behind the bar at the King William IV at Mickleham. The public house is noted locally for its summer evening 'sightings' of badgers at dusk.



WEDDING BELLS

Mark Harden's daughter Sylvia is getting married at St Barnabas' Church, Epsom on 25th June in the afternoon. A reception in Southfields will follow.

KEEPING IN TOUCH

We are pleased to say we have received two letters from former members of staff who both say they welcome the inception of "HRR News" as being a way of keeping in touch.

First, from Tom Pratt now living in Bexhill-on-Sea:

"We are now getting settled in very pleasant surroundings and meeting up with many folk of younger days, in addition one meets so many people from the Epsom Coaches catchment area.

The "HRR News" enables some of the "Old Contemptibles" to keep in touch. I was pleased to see that Ernie Warwick made it to the Open Day, it was good to see Emil when I was up some weeks ago, and I was able to contact Fred Aston on their Golden Wedding through a local newspaper I had sent to me. I have often wondered if Mrs Perry was keeping well, and she no doubt will be pleased to keep in touch through the medium of the "News".

We shall be on the look out during the summer for some of the veterans behind the wheel and perhaps have a chat over a cuppa".

and from Elsie Bryant, now living in Sissinghurst:

"Kay and I walk for miles- weather permitting we go for about a 5 mile walk most days. What with that and my "Keep Fit" class - which by the way is held in the local pub - I'm crashingly fit!!, not forgetting digging the garden of course, but I don't think I'm going to be a fanatical gardener. I'm so enjoying my new life here and my little cottage - I think I'm so lucky.

By the way, I was at my kitchen sink one afternoon last week when I saw an Epsom Coach pass - can't tell you how excited I was".

NEW ATTRACTION FOR 1983

The Sea Life Centre in Weymouth opened to the public on 23rd May. It is the largest display of native marine life in Europe. A tour around the centre will take from one to two hours. There is also a restaurant and picnic area. The Centre is being billed as a major new tourist attraction.



TRAVEL DEPARTURE

Colin Geddes is leaving Epsom Travel to join Thomas Cook in Hammersmith.


**Visit
a Stately
Home**



in comfort with
**Epsom
Coaches**

For dozens
of excursion ideas' phone
Epsom (03727) 27821

**Visit
a Famous
Garden**



in comfort with
**Epsom
Coaches**

For dozens
of excursion ideas' phone
Epsom (03727) 27821

**Take a
Safari**



in comfort with
**Epsom
Coaches**

For dozens
of excursion ideas' phone
Epsom (03727) 27821

HERITAGE '84

In what promises to be one of the most widely and enthusiastically supported tourism campaigns ever, 'Heritage '84', Britain's national theme for international promotion has already caught the imagination of tour operators, hoteliers and resorts alike. The 'Heritage' theme will be used throughout the British Tourist Authority's world-wide marketing in 1984. Regional tourist boards are planning their own specific campaigns and topics under this banner include industry, fishing, Christianity, music, heraldry and architecture. We hope to reflect this theme within our own tours brochures for next year.

LUGGAGE

This is a gentle reminder to all drivers handling luggage. Always count the overall number so you can be sure of your responsibility at the end of a journey to the party leader (side lockers can easily be forgotten!). Also, when on an HRR service, restrain passengers from grabbing the first identical suitcase - make sure it is theirs!!!

SHEFFIELD UNITED

On 30th April Epsom Coaches were on hire to Sheffield United to transfer the team to Brentford for their match.

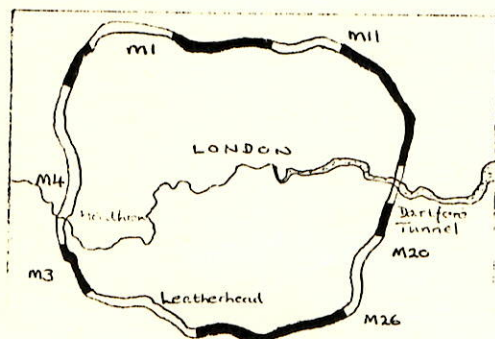


M25 progress charted

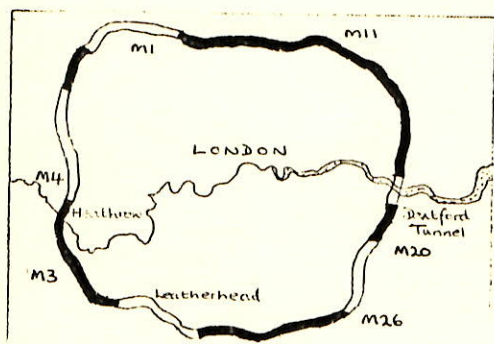
With 62 miles now open to traffic, over half of London's M25 orbital motorway has now been completed. All 118 miles are still on target for completion by the middle of 1986. The progress maps below show the programme for closing the remaining gaps.

The newest length of M25 is that between the A127 London-Southend road and the M11 London-Cambridge motorway. Its opening on 22 April was especially important because it completed the link between M11 and M2 providing, for the first time, a high-standard north-south link by-passing London. The M11-A10 link will be opened by the end of this year - and that will complete a motorway/dual carriageway route from Dover to Glasgow, Edinburgh and Stirling.

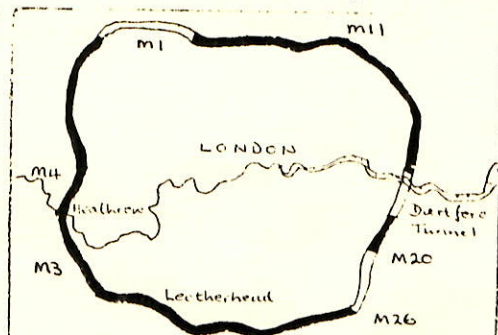
The contract for the Leatherhead-Reigate section has just been let, and construction on the Swanley-Sevenoaks section will start in the Autumn of this year.



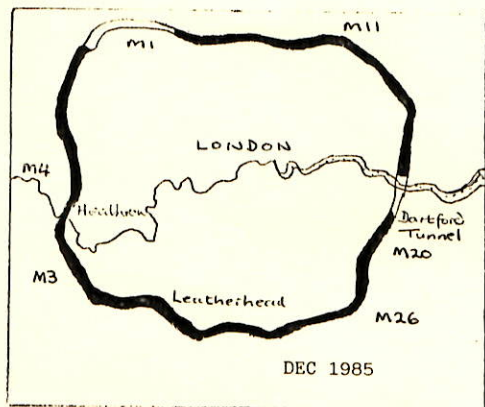
JUNE 1983



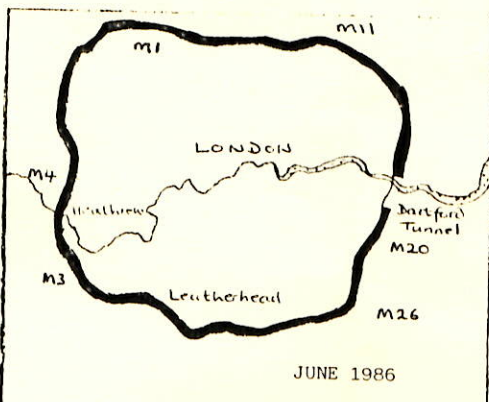
FEB 1984



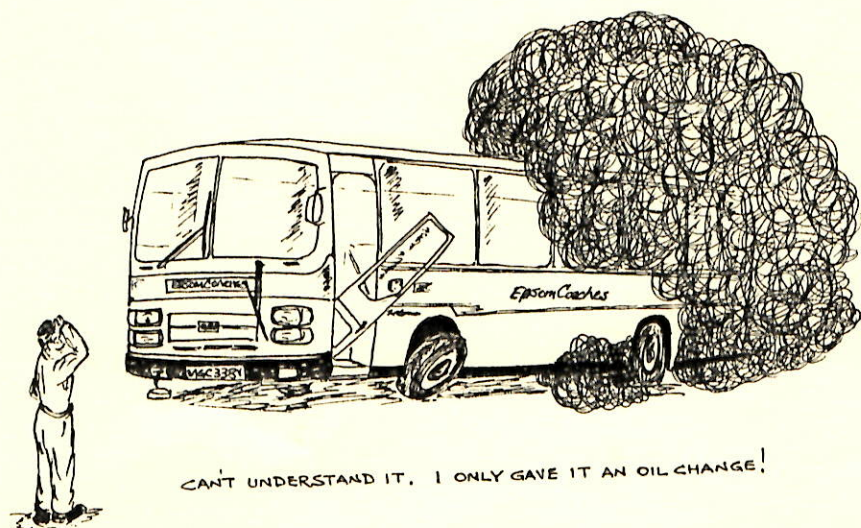
JUNE 1985



DEC 1985



JUNE 1986



Cartoon by Peter Stephens

SPOTLIGHT ON SAFETY

When parking turn wheels into the kerb and avoid obstructing road signs. Ensure that other people's vision is not impeded. When moving off, prevent turning away from kerbs at sharp angles bearing in mind the tail sweep of the coach. Parking should be convenient and safe for your own passengers, also for local residents and other motorists alike. Be sure not to park in a place which might be a hindrance to emergency services.

FUTURE CONTRIBUTIONS

Contributions to the next edition of 'HRR News' should reach Rosemary by the end of July.

NEW LADY COACH DRIVER FOR E.C.?

Following her recent driving test success, Heather Mount is now considering a P.S.V. training course if Peter Walsh and Ken Lifford will take her on. June Locke watch out!