

30 April 2007

Dear Sir/Madam

I write with reference to the articles in local press and the UK wide coach magazines regarding the alleged anti-competitive practices and abuses of the monopoly position held by BAA at its airports.

Fairline Coaches Ltd have been involved in running express coach services to and from Glasgow Airport and Glasgow City Centre since 1991.

We are regarded as a decent operator who re invests in fleet regularly, is focused on customer service, and does its best to transport Glasgow Airport's passengers to the city as quickly as possible, priding ourselves on our local knowledge and helping the passenger, whenever possible, to achieve their final destination by giving as much information as possible about hotels, bus services, points of interest, etc.

BAA have now tendered the right to use a prominent stance position to run from the airport to the city centre, published in a European Journal and awarded it to a large bus operator.

I believe the tender is anti competitive - it effectively discourages any other operator from the airport, by either not allowing them onto BAA's private land, or forcing them onto a poor stance position, thereby disallowing direct competition.

I have contacted BAA re providing a competitive and, I believe, better service - and I await their response.

I do believe that BAA are placing the profit motive far too high on their agenda - to the detriment of the travelling passenger - competition provides choice and best value, and an alternative, which, in a free market, is every passengers right.

I would appreciate your comments on the above, and would welcome the opportunity to be involved in the investigation.

Yours Sincerely

Pawan K Sood
Fairline Coaches Ltd