

BAA AIRPORTS MARKET INVESTIGATION

STANSTED HOTEL SPRINTER LIMITED

INTRODUCTION

Representations have been received from Stansted Hotel Sprinter Limited t/a London Hoppa (“SHSL”), a company now subject to a Company Voluntary Arrangement, of relevance to BAA’s practices in respect of the provision of coach services from Stansted Airport. Between 2004 and 2006 SHSL operated a minibuss and coach service between Stansted Airport and central London. SHSL contends that BAA’s dealings with the company lacked fairness and transparency when compared with the way in which other operators of coach services from the airport were treated. This is denied by BAA.

SHSL’S CONCERNS

SHSL maintains that having been encouraged to set up and operate its services from Stansted Airport, at a time when there was a perceived lack of services both for passengers who wanted to travel to particular parts of London and for passengers who wanted access to night services, it was not provided with facilities that it believed it had been promised whilst at the same time similar and/or better facilities were provided to other coach operators. In particular it is contended that:-

1. SHSL was not provided with a bookings desk in the arrivals hall whereas other operators were. From the outset SHSL made it quite clear that the provision of a well positioned bookings desk was of fundamental importance to the anticipated success of its business.
2. The facilities that SHSL was actually provided with both in terms of leafleting points and also bays at Stansted Airport’s bus and coach station were inferior to those supplied to other operators.

3. The difference in the way SHSL was treated compared with other operators led to the incurring of trading losses resulting in the company's cessation of trading.

SHSL's contentions are denied by BAA.