

When it comes to transport
we mean business

Any vehicle. Any time. Anywhere.

About us

National Express Transport Solutions are one of the leaders in providing fully managed ground transport solutions. Working with some of the biggest names across a number of industries, we offer an end to end solution from a single airport transfer to group transport for over 1,000 passengers from all over the UK.

Owned by National Express PLC we are part of a global brand.

EXCELLENCE  PEOPLE  SAFETY  CUSTOMERS  COMMUNITY 

national express

Transport Solutions



The brands that make up the
National Express Transport Solutions family.

clarkes
OF LONDON

Coliseum
COACHES

kingsferry

Lucketts
TRAVEL

Martins

Solent
COACHES

Stewarts
Coaches Ltd

Woods
Coaches Ltd

Worthing
COACHES

Why choose us



Are you determined to get the best rates?

We reduce your costs through economies of scale.



In need of a dedicated travel team 24/7?

Standby contingency through our expansive fleet should any issues arise.



Have no one to speak to in the event of an emergency?

Our offices are always manned to assist with any operational or booking queries.



Too many suppliers?

We are a single source supplier for the whole of the UK.



Concerned about the quality of service and requirements?

Our sector specialists manage your account on a daily basis.



Unsure whether there are vehicles to suit your needs?

We provide our clients with an unrivalled choice of vehicle types from: Executive/ Standard cars, MPV's, Minibuses, Midi Coaches, Executive Coaches, Single & Double Decker Buses, High Capacity Coaches and Bespoke branded coaches.

Coach broker	Recommended national express Transport Solutions	Local coach operator
x	Alcolock and Drivacam fitted on all fleet vehicles	x
x	5* safety rating Sword of Honour by the British Safety Council	x
x	Own UK wide fleet of over 750 vehicles	Own fleet - average of 2-30 vehicles
Additional cost	UK wide operator vehicle tracking	x
Additional cost	Mobile ticketing facilities	x
x	Event licensing support	x
Dedicated account manager	Dedicated account manager	Dedicated account manager
24 hour emergency line	24-hour emergency line	24-hour emergency line
On-site 24 hour multi skilled operations team	On-site 24 hour multi skilled operations team	On call manager
Online booking portal	Online booking portal	x
Favourable cancellation terms and amendments	Favourable cancellation terms and amendments	x
Bespoke monthly invoicing	Bespoke monthly invoicing	x
UK wide coverage including NI and IRE	UK wide coverage including NI and IRE	x
MI reporting and booking data reports	MI reporting and booking data reports	If required
Quotes returned the same day or within 8 business hours from time of sending	Quotes returned the same day or within 8 business hours from time of sending	Maybe
Logistics planning	Logistics planning	Depending on size of requirement
Pre event reconnaissance service available for vehicle access	Pre event reconnaissance service available for vehicle access	Depending on size of requirement
Commissionable rates	Commissionable rates	Maybe
Contingency vehicles placed strategically around the UK for rapid response in the event of vehicle breakdown	Contingency vehicles placed strategically around the UK for rapid response in the event of vehicle breakdown	x
Experience dedicated project management team	Experience dedicated project management team	Additional cost
Proven delivery on large scale events within the TMC and MICE industry	Proven delivery on large scale events within the TMC and MICE industry	Some experience

START



Understanding your needs

Let's discuss and decide the best solution for your requirements.



Planning

From vehicle access to road closures, we plan before we proceed.



Vehicle allocation

Whether it's 1 or 10,000 passengers, we've got it covered.



Transport proposal

Transparent plans and pricing with no hidden surprises.



Pre event meeting

Let's get together and make sure the wheels are in motion.



Delivery

All systems go, with 24/7 support and contingency plans in place.



Post event debrief

Let us know how we did and when you will be on board again.

LET'S
GO
AGAIN



Ticketing Solutions

If you are looking to impose a 'cost per passenger' charge on your trip, we can offer you a state of the art ticketing solution that enables passengers to purchase tickets online and scan them via a smart phone or tablet on-board the coach. This technology also offers real time reporting so you can track, manage and keep up to date with passenger and ticket information.



Real Time Service Updates

Our in house operations teams regularly use social media to update our customers with vital information relating to the service. We can provide and manage a dedicated social media channel with regular service updates so you and your passengers can plan your time efficiently and effectively.



Dedicated Booking Portal

Allow group members to book, amend and view new and existing hires in your very own Dedicated Booking Portal.

- Self serve online platform
- Instant pricing
- Recommend vehicle alternatives to minimise costs



Our fully managed ground transport solutions

Business Continuity

Our guaranteed vehicle supply, 24/7 support and planning, implementation and testing strategies ensure that the wheels never stop turning for you and your business. Proud to be working with: **Harrods, UK Government & CAA.**

Transport Planning

Our team of experts will organise project meetings, liaise with key stakeholders and local authorities to ensure no stone is left unturned throughout the duration of your experience. Proud to be working with: **NEXT, Metropolitan Police & Amazon.**

Event Transport

We liaise with local transport authorities to deliver UK wide coach and car travel for all event guests and personnel. Proud to be working with: **UEFA, See Tickets, Chelsea FC & Facebook.**

VIP Travel

Equipped with the latest technology, our VIP interior features leather seats, large plasma screen's BOSE surround sound systems and the lounge areas are flexible enough to act as a private meeting area or social space. Proud to be working with: **Watford FC, Gillingham FC & Orient Express.**

Group Travel

We provide transport for any occasion - school trips and charity events, to wedding transport and one off hires. Proud to be working with: **Orient Express, & Scouts and Girlguiding Associations.**

Shuttle Services

Our shuttles are perfect for education and staff movement. We get teams and students to where they need to be sustainably. Proud to be working with: **University of Kent, BBC & Canterbury Christ Church University.**

Tourism

We provide inbound tourism solutions and support the delivery of both UK and European Tours. Proud to be working with: **Kuoni, China Holidays & Visit Britain.**

Airport & Rail Support

We provide airside & landside operations, airport onward travel and support for planned and emergency rail replacement work. Proud to be working with: **Stansted Airport, Arriva & Abellio.**



See TICKETS

The Challenge

To provide circa 900 vehicles from across the UK to support the transportation of 45,000 passengers to Glastonbury. As part of the coach service, we are required to ensure all that board are issued with their entry ticket to the festival.

Our Response

We source and secure vehicles a year prior to the event to ensure we are able to meet the client's needs and keep in contact throughout the year to ensure that any changes in locations or requirements are sourced immediately. We create an operational plan and our account manager and support team are on site at Glastonbury to assist with arrivals and departures.



The Challenge

To provide transport services to all BBC sectors throughout the UK from minibus hire to sleeper coaches. This transport provision is for circa 1,300 vehicles per year covering an average of 97,000 miles.

Our Response

We have successfully delivered ground transport throughout the UK & Europe for our BBC contract from 2005 – present. We have supported ad hoc private hires, production recce transport, and staff shuttles.



The Challenge

To transport supporters to the 2021 FA Cup Final as a trial event in-conjunction with Public Health England to allow reduced capacity attendance.

Our Response

A total of 155 vehicles were used for transporting supporters. Collection points in Leicester were arranged and vehicles were provided directly from the National Express fleet and our partner operators. We supported with manpower on the ground in addition to a full engineering contingency at both Leicester and Wembley to ensure continued vehicle coverage.



Environmental Policy

National Express strives to adhere to the highest possible standards with respect to the environment. The company has an Environment and Energy Policy, which is actively supported by top-level management. The policy is displayed at all National Express locations.



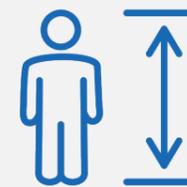
Community Value

National Express have 5 core Values - Safety, Customer, People, Community and Excellence. The Community Value commits National Express to actively promote the communities we serve, generate economic, social and environmental value.



Sustainable Transport

We continuously provide the latest Euro 6 emission vehicles to comply with the new Ultra Low Emission Zones (ULEZ), helping to reduce harmful gases in the air and combat climate change which is the greenest standard in the industry. We also have the use of fully electric vehicles in some key areas. As part of our fleet replacement programme and prioritising third party supplier pools that have these vehicles within their fleet, we are confident we can provide the most sustainable vehicle options available to our end users.



Resource

National Express is fully committed to improving environmental performance and has in place a dedicated Environment Manager who:

- Implements the companies Environmental and Energy Policy.
- Ensures company compliance with all legislation and the principles of ISO14001



We are here for you.

Any vehicle. Any time. Anywhere.

Our team is backed up by a number of trained experts who understand your industry, over the years we have learned what's important to you.

