



email : [chair@weardownsouth.com](mailto:chair@weardownsouth.com)

9<sup>th</sup> September 2014

Mr. R McClean  
Managing Director  
Grand Central Railway Company Limited,  
River House, 17 Museum Street,  
York, YO1 7DJ

Dear Mr. McClean

Earlier in the year we wrote to you regarding our inability to use your Group Travel services for booking travel tickets for our branch members (letter of 9<sup>th</sup> February 2014 refers)

Since your response, we have been unable to provide a travel solution to our branch members and have subsequently stopped buying tickets through Grand Central due to the inability to book in advance/flexibly coupled with a price that was deemed to high to travel regularly, by our members.

We carried out a survey to gather feedback on our members' views on our travel situation. Sadly, 81% of respondents told us they no longer travel to matches due to the reduction in affordable/flexible train travel. Fortunately 63% of members would continue to travel with Grand Central should we be able to find a suitable solution to the price/flexibility issue, so I would like to approach to see if you could assist us with a solution.

I notice that one of your companies, Chiltern Railways, offers the GroupSave option, with 34% off normal prices, for groups up to 9. This could be a good option for us if Grand Central could also offer it, as we could book in blocks of 9.

Alternatively, I'd like to ask if you would be open to the possibility of offering us a "Branch Railcard" to purchase, which would give us the same benefits of other railcards, and a discount on full price tickets. Sadly, the introduction of the two-together railcard is of no benefit to us, as many people don't travel in regular pairs.

Finally, we would like to ask if you could review the admin fee charge, which at present is £10 per ticket, and ask that you might charge us a smaller amount per ticket – so that we didn't end up paying £300-£400 should Sky change fixtures at short notice!

Our branch members have been disappointed at our lack of provision of a travel service for them, and as members' spend per home game travel was between £300-£2000 per

year, we would like to work with you to provide a service that would be beneficial to both our members and to you as a business.

I would be grateful if you could let me know how we can progress this, and reengage in a beneficial relationship with Grand Central.

Yours sincerely,

(Helen Wright)

Branch Chair