

Dear Katrina,

Thank you for your letter regarding the Premier League away travel for Tottenham Hotspur.

As you are aware, the Premier League clubs unanimously agreed to capping the cost of an adult away match ticket to £30 in place of using an allocated £200,000 to subsidise away travel or tickets. While we appreciate that the comparable costs to supporters who travel regularly through Thomas Cook Sport have increased overall as a result for some matches, a ticket cap reduces costs for all attending which we understand is the objective of the new agreement.

Tottenham Hotspur have looked at a number of scenarios and the withdrawal of the ASI will sometimes lead to fans who choose to travel on the coach paying more this season (as per trip to Everton) but less for all the London games and about the same for those in the Midlands.

The coach travel we are providing this season is priced according to the distance to be travelled, and costs are on par with those charged to Tottenham Hotspur last season. The club used the allocated £200,000 per season to pay the difference between the reduced price paid by each supporter and the actual cost per seat to Thomas Cook Sport on behalf of each supporter who booked to travel with us. To reduce the selling price substantially and maintain the subsidised price offered last season by Tottenham Hotspur is not something that we are in a position to do as this would leave us with a financial deficit for each fixture. We are not able to operate the service at a loss.

Please be assured that we keep our rates as low as possible, taking into account the operation and administration of each trip as well as the costs we must pay to the coach suppliers. We are committed to keeping these prices affordable and within reach of travelling football supporters. Price increases have been minimal over the last five years and are in line with rates passed on to us by our suppliers.

We very much appreciate the custom we receive from the regular Tottenham Hotspur supporters who choose to travel away with us and will continue to offer the best possible service for the best possible price.

Please do not hesitate to contact us should you have any further questions.

Kind regards

Amanda

**Amanda Cooper | Operations & Customer Experience Manager**