

Dear Amanda,

Thank you for the reply to our letter regarding coach travel for fans of Tottenham Hotspur Football Club in the coming season.

We are indeed aware of the mechanics around the away ticket price cap and the ASI, having been one of the fan organisations who lobbied and negotiated for over three years to achieve the current position. That means we are well aware of the objective too, which was to reduce the cost of going to football for fans. And that's why we wrote to you.

You admit in your reply that some fans are "sometimes" paying more. You also say that you understand the aim of the away price cap was to "reduce costs for all attending". By your own admission, that aim has not been achieved if some fans, the ones who choose to travel by coach, are paying more. You also say that fans who travel to the London games on the coach will pay less than last season. But these coaches do not run to London fixtures.

We understand how the ASI worked, and that it was money ring-fenced by the club to subsidise travel on your coaches. Thomas Cook's financial contribution was zero.

It would be helpful if you could send us the price you are charging for travel to every away fixture in the coming season.

Our aim, along with all supporters' organisations and the Football Supporters' Federation, was to reduce the cost of going to football. It wasn't to see what was saved on ticket prices taken away by increased travel costs. Our suggestion gave Thomas Cook the opportunity to generate good PR and potential future commercial gain by giving something back to the fans who have given you their custom. This is an approach that has been, for example, adopted by Virgin Media, who yesterday announced a deal to reduce the price of away tickets for all fans travelling to Southampton FC.

It seems a great shame that Thomas Cook is not taking the same enlightened approach. We will be publishing our correspondence on our website and sharing it with the FSF, so that fans can make their own judgements.