

# Here To There Newsletter 2

including Order Form  
January, February, March 2016



© Suzy Scott.

**Quarterly Newsletter 2**  
**featuring all our books in one place!**



public transport information in one place



**Welcome** to our January 2016 Newsletter!

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**Our next paper Newsletter (3) will be published towards the end of March 2016/early April 2016.**

**Please remember – paper newsletters are now £8 per year for four/one year, whichever comes last – but you do get a discount off all future orders!**

**Suzy & Caroline xxx  
Here To There Publishing Ltd**

## Introduction

Hello – and if I’ve not spoken to you already this year, Happy New Year! We had a quiet one, but tried to catch up on things too. Got a few future ideas looked out and passing to our sub-eds, by way of a break from another project for a few hours. Plenty done, but not too strenuous! Having said this, keep watching this year for more news.

On a personal level, it’s been the year of Two Weddings and a Baby. The two of us finally got hitched on Friday 31<sup>st</sup> July 2015. Then, my little sister Ruth was hitched on Saturday 13<sup>th</sup> November 2015. To complete the tag of three, my little brother/sister-in-law had a baby, Seth, on 2<sup>nd</sup> February 2015. So, this lot was enough for starters! We had a lovely holiday and break, with an extra visit up north for me in September, before the final visit of the year for Ruth’s wedding.



## Our company in 2015 – and 2016

Well, it's certainly been a notable year. Cast your mind back, and I was about ready to finish the company. This followed 33 pages being defective in the new Tayside Area timetable, intermittently, which did not appear on the proof copy. We had an idea of new looseleaf books, which the first is now expected in Spring 2016.

We then took delivery of a photocopier/booklet maker/finisher, which has proven to be the second best decision of my year! (Wedding first!). We have had a new PC, franking machine, and now a replacement for the mobile phone that was problematic throughout 2015. We have a guillotine and nipping press, for cutting and binding. The latter can be used for cold glue and binding with thread. The first is similar to what was done by the last lot, but doing it by hand has made a difference.

I feel that, now 2016 has hit, we are (much more) ready. In reality we lost most of 2015 fighting, but did we win? I'm still here to tell the tale.

The London Area pocket guides have all gone down well – very well – to which we thank all our customers. We have thoughts about more guides in Spring/Summer, as well as a looseleaf guide set.

We have had the titles started by our sub-editors refreshed, so that once we get ready to print these in Spring/Summer 2016, they will be fresh.

The next thing to come out will be Strathtay, The Story So Far – from us. (See next page for explanation as to how far I've come). We feel we underestimated the time this would take, which is one of the many lessons I've learned since that August bank holiday in 2011, when we set the business up. So, after Strathtay is finished...

- First looseleaf issue will be Surrey, East Berkshire & The Airports – Spring 2016.
- Many more new Pocket Guides to London and other areas – Spring 2016 and throughout the year. New looseleaf London Comprehensive set, in more than one folder – Spring/Summer 2016.
- Pocket Guides for areas outside London, can be expected during 2016.
- Three previously started but not advertised are being tidied up by their sub editors at the moment, and these should be Spring/Summer time. We also have two new ones in Summer/Autumn 2016 from Scotland, with quite a few more old favourites – like Herts, Essex, Beds, and Northumberland – to be expected during 2016.
- All the looseleaf ones will come with monthly or bi-monthly updates.
- New edition of the Doe's Directory (in a staple-bound format), to follow.
- More of the Retro timetable series, with 1957 Premier Travel (stage carriage AND express services) to follow.
- Our pre-paid mailing list will continue, more details to follow.
- As many of our books as possible will include maps (following discussions with Ordnance Survey licencing), and rail timetables using TOC's own leaflets.



## **Progress Report on the Strathtay book**

A progress report on *Strathtay, The Story So Far* is that Strathtay at the last count, we had the text about 70% laid up (this is what is taking the time). The page count is now over eight hundred pages, for those who wonder what's taking so long – with about 150 of the text to lay up, then some moving around, checking captions, updating and things like that !!! Thanks also must go to a few new people who have also supplied photos for us, and John Sinclair sent three USB sticks of his archive!

Also thanks to David Devoy, Donald Stirling, Iain Lawson, and Kenny Barclay, who have supplied a decent selection of shots to fill some gaps we had in the plan. A good selection of photos is almost guaranteed now as a result – especially as we had a few in there I'd not seen!

Our cover shot is one from our November visit to Scotland, where I was able to snap a couple of the *GoWild!* Service 26 buses by Stagecoach Strathtay – on the cover, 34568 is about ready to back off from Dundee Bus Station for the company's new premises, via the schemes of Logie, Pentland, Lochee and Charleston.

We will also be doing this title now in-house, having finally ditched the previous printer! The last thing I'd want is for those people who waited to wait another two years while I start chasing the fixed copy...

... Sometimes maybe I worry too much, yes – but I do want to apologise to everyone who pre-ordered and still haven't had theirs. Yes, it's safe to say, I did miss the target by miles. Sorry!

Suzy x

## **Slight changes to working hours**

I am now sort of working four days a week - theory rather than practice – most Mon, Tue, Wed, Fri, but subject to change for appointments, meetings, visits, and anything else comes along. For example, Thursday 14<sup>th</sup> January I was working, and then took the evening of Friday 15<sup>th</sup> off, as we booked each other (Christmas gift!) on a bookbinding taster course! (Central London at the St Bride's Foundation building). Card subject to change, before we've even started - but that's what I am used to these days! Xx

## **New layout**

We've tweaked our layout for 2015/2016, with a new left-justified format for titles. Freshens up, without going for the whole new look – just yet!

## **Policies**

We have updated the majority of our Customer policies, and our Customer Charter, in line with changes to the way we do things. Details can be found in this guide.

# Our new London area Pocket Timetable Guides


## Golders Green & Hampstead Area Bus Timetable

includes Finchley Road, Swiss Cottage, and Temple Fortune

from Saturday 31<sup>st</sup> October 2015



Metroliner E400 TE1090 (LX 60 AGU) seen at Golders Green Road © Suzy Scott


**Pocket Guide 15 - brought to you by**   
public transport information in one place  
**£4.50** Product Code 749PG15\_H2T\_001

## Wood Green, Hornsey & Harringay Bus Timetable

includes Alexandra Palace, Crouch End, and Turnpike Lane  
from Saturday 24<sup>th</sup> October 2015



Arriva DAF/Wright Gemini DV1480 (LJ 61 CCF) passing under the bridge at Harringay Green Lanes London Overground Station. © Suzy Scott

**Pocket Guide 9 - brought to you by**   
public transport information in one place  
**£4.50** Product Code 749PG9\_H2T\_001

## Uxbridge & Hayes Town Area Bus Timetables

Includes Hillingdon Hospital & Stockley Park  
from Saturday 24<sup>th</sup> October 2015



Metroliner London West TE1573 in Hayes Town © Suzy Scott 2015

**Pocket Guide 4 - brought to you by**   
public transport information in one place  
**£4.50** Product Code 749PG4\_H2T\_001

Our new series of Pocket Guides give you one-off timetables, for a specific area, in a size that is easy to carry around with you. Each book has fare information, a list of local bus services included, local bus maps, and complete bus timetables for one area.

These do not have an Index to Places Served for the London ones, although this will be included in the Travelling Around London reissues. The next step up will be our Permanent Editions, which are updatable with monthly or two-monthly updates.

So, we launched the Pocket Guides, and they have gone down really well. I'm always conscious of the size of the book – at no more than sixty pages A5, it's not as much of an issue as six hundred! Now, the other is the price – at less than a fiver direct to your door – or £70.00 for the set of 16 booklets issued in October & November 2015.

By popular demand, yes, there will be more of these in 2016, from Spring onwards. These are not listed below, but will be advertised in Newsletter 3 or 4, depending on other projects. How can you tell our old and new issues apart? The covers of the first set had a white background, and I will ensure each new set has a new colour cover.

We'd hope to have at least one timetable outside London, in this format, during 2016.

## New and Recent Titles from Steven Knight Media



### **Colours of the West Midlands Allover Advertising buses of the West Midlands PTE**

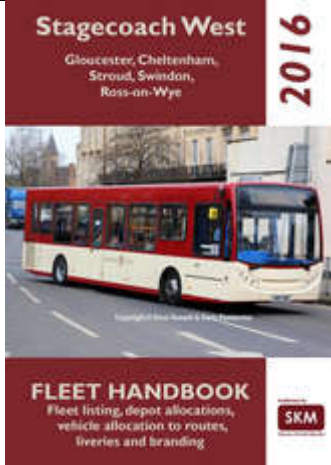
Our Code 927\_SKM\_001

**NOW IN PRINT**

£6.95 plus £1.60 UK Postage.

We are pleased to announce that our first colour album of 2016 will feature images of West Midlands PTE buses in allover advertising liveries. During the early 1980s there was an explosion in the colours and advertising liveries which were applied to buses across the PTE's operating area and David Cole was there to capture them. Some were detailed and intricate which really had impact, whilst others were somewhat basic. We have attempted to use the images as large as possible, without spoiling them with captions on the same page. To do this we have included detailed captions at the rear of the book. A5 landscape size 48 pages mostly full colour card cover £6.95 plus £1.60 postage and packing.

**Some more of Steve's recent titles, can be found on the next page.**

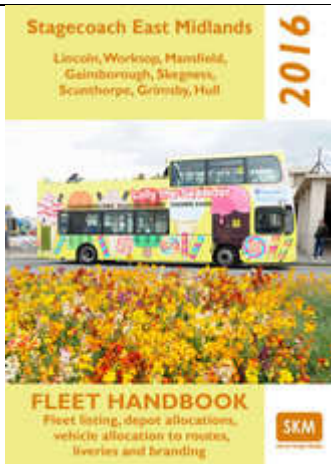


## **Stagecoach West Fleet Handbook (2016 Edition) Price £5.95 plus postage**

Produced with the valuable assistance of local transport enthusiasts and historians Dave Russell & Deric Pemberton, this long awaited second edition of the Stagecoach West Fleet Handbook reflects major fleet changes over the last two years. A large number of double decks have left the fleet, being exchanged for single deck vehicles.

The book details all buses operated, with details on liveries and allocation of vehicles to routes for the Stagecoach subsidiary which operates across Gloucestershire, Wiltshire, Swindon, Hereford, South Gloucestershire and into South Wales and Oxfordshire.

**A6 portrait size, glossy card cover, 36 pages including Allocation Supplement £5.95 plus £1.30 postage & packing.**



## **Stagecoach East Midlands Fleet Handbook (2016 Edition) Price £6.95 plus postage**

Stagecoach East Midlands operates services in Lincolnshire, Nottinghamshire, Bassetlaw and the north and south banks of the Humber. The company has seen a massive upgrade of its fleet since the last edition of our book and has expanded its use of route branding and liveries. It has also introduced an award-winning Seaside operation using open top buses in Skegness and Cleethorpes. Such has been the expansion of vehicle variety in the fleet that this is our biggest ever Fleet Handbook at 52 pages and has been produced in partnership with the Lincolnshire & East Yorkshire Transport Review.

As usual a complete fleet listing is accompanied by details of liveries and branding as well as the weekday allocation of vehicles to routes.

**A6 portrait size, glossy card cover, 52 pages including Allocation Supplement £6.95 plus £1.30 postage & packing.**

**Some more of Steve's recent titles, can be found after the order form.**



# Here To There Publishing Ltd

## January 2016 Order Form

<b>Part 1– Here To There Publishing, London Area Pocket Guides</b>					
<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
749_PG1_001	Kingston & Surbiton	24 <sup>th</sup> October 2015			
749_PG2_001	Addington & Tramlink	24 <sup>th</sup> October 2015	£4.50		
749_PG3_001	Ealing & Hanwell	24 <sup>th</sup> October 2015	£4.50		
749_PG4_001	Uxbridge & Hayes Town	24 <sup>th</sup> October 2015	£4.50		
749_PG5_001	Edmonton & Tottenham	24 <sup>th</sup> October 2015	£4.50		
749_PG6_001	Barnet & Finchley	24 <sup>th</sup> October 2015	£4.50		
749_PG7_001	Harrow, Hatch End	2 <sup>nd</sup> November 2015	£4.50		
749_PG8_001	Southgate & Palmers Green	24 <sup>th</sup> October 2015	£4.50		
749_PG9_001	Wood Green, Hornsey	24 <sup>th</sup> October 2015	£4.50		
749_PG10A_001	Croydon Part A	24 <sup>th</sup> October 2015	£4.50		
749_PG10B_001	Croydon Part B	24 <sup>th</sup> October 2015	£4.50		
749_PG11_001	Finsbury Park & Holloway	24 <sup>th</sup> October 2015	£4.50		
749_PG12_001	Chingford & Clayhall	24 <sup>th</sup> October 2015	£4.50		
749_PG13_001	Edgware & Stanmore	2 <sup>nd</sup> November 2015	£4.50		
749_PG14_001	Brent Cross & Hendon	24 <sup>th</sup> October 2015	£4.50		
749_PG15_001	Golders Green & Hampstead	31 <sup>st</sup> October 2015	£4.50		
749_PG16_001	Archway & Hampstead Heath	24 <sup>th</sup> October 2015	£4.50		
ALL ABOVE (PG1-16 Oct/Nov 15)	Complete Set of London Pocket Guides	As above	£70.00		
<b>GRAND TOTAL FOR PART 1</b>					

<b>Part 2 – New Style Looseleaf Timetable Books</b>					
<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
<b>COMING SPRING 2016</b>					
<b>GRAND TOTAL FOR PART 2</b>					

<b>Part 3 – Add-On Updates and Packs for new Looseleaf Timetable Books</b>					
<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
<b>COMING SPRING 2016</b>					
<b>GRAND TOTAL FOR PART 3</b>					

<b>Part 4 – Strathtay The Story So Far</b>					
<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
<b>COMING LATE WINTER/EARLY SPRING 2016</b>					
<b>GRAND TOTAL FOR PART 4</b>					

<b>Part 5 – Retro Timetables Series</b>					
<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
<b>MORE OF THESE COMING IN 2016</b>					
<b>GRAND TOTAL FOR PART 5</b>					

<b>Part 6 – Doe's Directory</b>					
<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
<b>NEW EDITION COMING LATER IN 2016</b>					
099_H2T_035X	Barry Doe's Directory of Bus Timetables and Rail Franchise map	1 <sup>st</sup> July 2014	£10.00 <i>Special Price</i>		
<b>GRAND TOTAL FOR PART 6</b>					

**Part 7 – 2014 Back Catalogue** for older books by Here To There, get in touch!

<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
101_H2T_001	Tayside Area Bus Timetables	September 2014 with November 2014 Supplement	£20.00 <i>Special Price</i>		
201_H2T_001	Northumberland Bus Timetables	23 <sup>rd</sup> July 2014	£12.50 <i>Special Price</i>		
721_H2T_002	Cambs, Peterborough & Royston Bus Times	March 2014 with July 2014 Update	£20.00 <i>Special Price</i>		
<b>GRAND TOTAL FOR PART 7</b>					

**Part 8 – Steven Knight Media Fleet Handbooks, Current Day**

<b>Code</b>	<b>Title</b>	<b>Date</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
919_SKM_001	Delaine Buses Fleet Handbook	October 2015	£5.95 + £1.30 p&p		
910_SKM_003	East Yorkshire Motor Services	August 2014 <i>Big Bus Day</i>	£5.95 + £1.30 p&p		
910_SKM_002	Norfolk Green Fleet Handbook	Autumn 2014 – since merged with SC East book – see below	£3.95 + £1.30 p&p		
918_SKM_001	Stagecoach Cumbria & North Lancashire Fleet Handbook	October 2014	£5.95 + £1.30 p&p		
907_SKM_003	Stagecoach East Fleet Handbook	January 2016 – now includes Norfolk Green	£6.95 + £1.30 p&p		
908_SKM_003	Stagecoach East Midlands Fleet Handbook	January 2016	£6.95 + £1.30 p&p		
920_SKM_001	Stagecoach Heritage Fleet (UK Wide)	March 2015	£10.75 + £1.60 p&p		
926_SKM_001	Stagecoach Manchester Fleet Handbook	March 2015	£6.95 + £1.30 p&p		

909_SKM_002	Stagecoach Midlands Fleet Handbook	May 2014	£5.95 + £1.30 p&p		
916_SKM_001	Stagecoach North East Fleet Handbook	January 2015	£5.95 + £1.30 p&p		
917_SKM_001	Stagecoach Oxford Fleet Handbook	Autumn 2014	£3.95 + £1.30 p&p		
925_SKM_001	Stagecoach South Fleet Handbook	March 2015	£6.95 + £1.30 p&p		
922_SKM_001	Stagecoach South East Fleet Handbook	March 2015	£6.95 + £1.30 p&p		
921_SKM_001	Stagecoach South West Fleet Handbook	March 2015	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>
913_SKM_002	Stagecoach West Fleet Handbook	January 2016	£5.95 + £1.30 p&p		
914_SKM_001	Stagecoach Yorkshire Fleet Handbook	February 2014	£5.95 + £1.20 p&p		
n/a	Updates to the Fleet Handbook Allocations can be had online. No printer or PC? Order your copies here – make clear which you want sent.	Various  (These are printed at H2T on our printer, and mailed to you directly).	£1.00 for one, two books £1.50 for three, four books £2.00 for five, six books £2.50 for seven or eight books £3.00 for nine or more books		
<b>GRAND TOTAL FOR PART 8</b>					



**Part 9 – Steven Knight Media Historical Photo Albums, covering the former Midland Red fleet**

<b>Code</b>	<b>Title</b>	<b>More</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
905_SKM_001	Midland Red Around Nuneaton & Coventry	Various Historical Images – 1 <sup>st</sup> album	£6.45 + £1.60 postage & packing		
911_SKM_001	Midland Red Memories	Various Historical Images – 2 <sup>nd</sup> album	£6.45 + £1.60 postage & packing		
915_SKM_001	More Midland Red Memories	Various Historical Images – 3 <sup>rd</sup> Album	£6.75 + £1.60 postage & packing		
924_SKM_001	Midland Red Remembered	Various Historical Images – 4 <sup>th</sup> Album	£6.95 + £1.60 postage & packing		
999_SKM_002	Midland Red Historical Four Pack – The Quad Pack	All Four Above at a special price!	£26.50 + £2.50 postage & packing		
<b>GRAND TOTAL FOR PART 9</b>					

**Part 10 – Steven Knight Media Photo Albums, covering Anglia & East of England**

<b>Code</b>	<b>Title</b>	<b>More</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
903_SKM_001	Stagecoach FLF's	Bristol Lodekka's	£5.50 + £1.60 postage & packing		
915_SKM_001	Megadekka – Britain's Biggest Bus	Stagecoach Leyland Olympian triaxle	£4.95 + £1.60 postage & packing		
916_SKM_001	FLF Lodekka Postcard	Pack of four mint postcards	£1.50 + £1.00 postage & packing		
<b>GRAND TOTAL FOR PART 10</b>					

**Part 11 – Steven Knight Media Photo Albums, covering West Midlands and Warwickshire (see Part 9 for Midland Red Albums)**

<b>Code</b>	<b>Title</b>	<b>More</b>	<b>Price Ea.</b>	<b>Quantity</b>	<b>Line Total</b>
927_SKM_001	<b>NEW TITLE</b> Colours of the West Midlands - Allover Advertising buses of the West Midlands PTE	A5 landscape size 48 pages mostly full colour card cover.	£6.95 + £1.60 postage & packing		
906_SKM_001	Coventry Centenary Celebrations	Photo album from 2012 rally & running day	£4.95 + £1.60 postage & packing		
901_SKM_001	Day Return To Coventry	Running day and meeting of former Coventry Corporation staff.	£5.50 + £1.60 postage & packing.		
902_SKM_001	Day Anywhere To Stratford Upon Avon	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>	<b>OUT OF PRINT – NO ORDERS CAN BE TAKEN</b>
<b>GRAND TOTAL FOR PART 11</b>					

<b>TOTAL FOR PART 1</b>	£ _____ : _____
<b>TOTAL FOR PART 2</b>	£ _____ : _____
<b>TOTAL FOR PART 3</b>	£ _____ : _____
<b>TOTAL FOR PART 4</b>	£ _____ : _____
<b>TOTAL FOR PART 5</b>	£ _____ : _____
<b>TOTAL FOR PART 6</b>	£ _____ : _____
<b>TOTAL FOR PART 7</b>	£ _____ : _____
<b>TOTAL FOR PART 8</b>	£ _____ : _____
<b>TOTAL FOR PART 9</b>	£ _____ : _____
<b>TOTAL FOR PART 10</b>	£ _____ : _____
<b>TOTAL FOR PART 11</b>	£ _____ : _____
<b>Total So Far</b>	£ _____ : _____
<b>Less Discount Codes/ Credit Notes</b>	£ _____ : _____
<b>GRAND TOTAL</b>	£ _____ : _____

**Payment for the Grand Total amount can be made via our new online shop, telephone to 01707 246232, or by post. If paying by post, complete this page and the next one too.**

**Our Postal Address;**

Here To There Publisjng Ltd  
 Apartment 4, 38-40 Stonehills  
 WELWYN GARDEN CITY  
 Hertfordshire  
 AL8 6PD

# Here To There Publishing Ltd

## January 2016 Order Form

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode/Zip \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

E-mail Address \_\_\_\_\_

I would like to pay a total of £ \_\_\_\_\_ : \_\_\_\_\_ by

CHEQUE/POSTAL ORDER      Serial Number \_\_\_\_\_

CREDIT NOTE      Number \_\_\_\_\_

**MASTERCARD / MAESTRO / VISA / VISA DEBIT Card**

Card Number \_\_\_\_\_

Name as printed on the card \_\_\_\_\_

Start Date \_\_\_\_\_ / \_\_\_\_\_      End Date \_\_\_\_\_ / \_\_\_\_\_

Card Security Number – last three or four digits from signature strip; \_\_\_\_\_

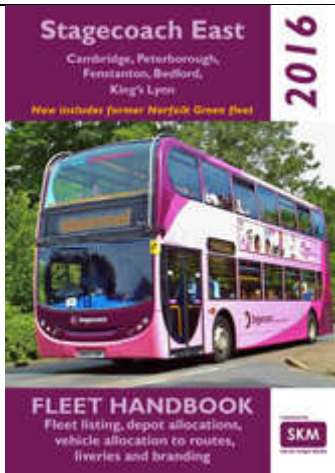
Which bank issued the card? \_\_\_\_\_

**I accept the company's Terms & Conditions, which can be found in Newsletter 2 (Jan-Mar 2016), on our website, or by post on request.**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_





## Stagecoach East Fleet Handbook (2016 Edition) Price £6.95

Since the last edition of our Stagecoach East Fleet Handbook there have been numerous fleet changes as the fleet is upgraded. More significantly, in early 2015 the former Norfolk Green fleet based at King's Lynn was absorbed into Stagecoach East. This latest edition is fully expanded to include details of the vehicles operating from the former Norfolk Green depot at King's Lynn. As usual a complete fleet listing is accompanied by details of liveries and branding as well as the weekday allocation of vehicles to routes. This book has details of all buses operating from Stagecoach depots in Cambridgeshire, Bedfordshire and Norfolk.

**A6 portrait size, glossy card cover, 48 pages including Allocation Supplement £6.95 + £1.30 postage & packing.**



## Stagecoach South Fleet Handbook (2015 Edition) Price £6.95 + postage

Stagecoach South operates a varied fleet, which still includes a large number of step-floor Volvo Olympians, although many of these were to be replaced by cascaded Tridents during 2015.

Stagecoach South operates services from depots in Aldershot, Andover, Basingstoke, Chichester, Portsmouth, Winchester and Worthing as well as from a new depot in Guildford which opened in May 2015. The book has been produced with the assistance of Stagecoach South and follows our usual format and includes a complete detailed listing of all vehicles operated, liveries and branding carried and also details of the weekday allocation of vehicle types to routes. An Allocation supplement gives details of the allocation of vehicles to depots.

The book is illustrated throughout in full colour.

**A6 Portrait size. 40 pages illustrated in full colour plus 8 page Allocation Supplement. £6.95 + £1.30 postage & packing.**

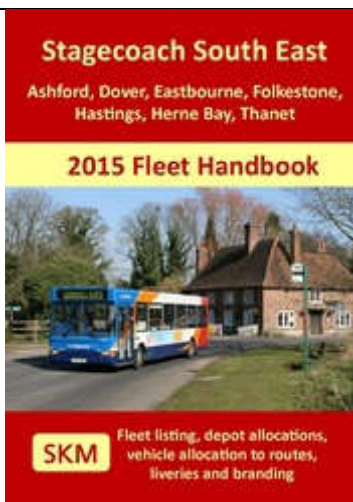


## Stagecoach Manchester Fleet Handbook (2015 Edition) Price £6.95 + postage

Following numerous requests we are pleased to announce the publication of a Fleet Handbook covering the vast Stagecoach Manchester fleet, which has been produced with the support of Stagecoach Manchester and includes details of all vehicles operated within Manchester and also Wigan. Manchester was the first regional Stagecoach fleet to receive examples of the new Enviro 400MMC double deck and further vehicles will join the fleet later this year. This will reduce the number of Tridents operated and will see more Enviro 400s transferred to the Magicbus fleet.

The book follows our usual format and includes a complete detailed listing of all vehicles operated, liveries and branding carried and also details of the weekday allocation of vehicle types to routes. An Allocation supplement gives details of the allocation of vehicles to depots.

**A6 Portrait size. 40 pages illustrated in full colour plus 8 page Allocation Supplement. £6.95 plus £1.30 postage & packing.**



## Stagecoach South East Fleet Handbook (2015 Edition) Price £6.95 + postage

Another popular fleet is Stagecoach South East which operates buses and coaches across East Kent. With depots at Ashford, Dover, Eastbourne, Folkestone, Hastings, Herne Bay and Thanet, as well as outstations at Canterbury and Old Romney this is one of the larger Stagecoach operations with over 500 vehicles on its books. The book is correct to March 2015 and includes full details of all the vehicles transferred to this fleet in January and February 2015 including photographs of the former Stagecoach London Tridents. Details are also given of the Dotto Train that is used on seafront services in Eastbourne.

The book follows our usual format and includes a complete detailed listing of all vehicles operated, liveries and branding carried and also details of the weekday allocation of vehicle types to routes. An eight-page Allocation supplement gives details of the allocation of vehicles to depots.

**A6 Portrait size 44 pages illustrated in full colour plus 8 page Allocation Supplement £6.95 + £1.30 postage & packing.**

# Terms & Conditions of Sale, Customer Charter, and Policies

These pages set out what you can expect from us, and is updated from Monday 18<sup>th</sup> January 2016.

## 1. Contact Directory

This can be found on the back cover of this guide.

## 2. Customer Charter

E-mails, Tweets and Facebook group posts – during our opening days i.e. most Mondays, Tuesdays, Wednesdays and Fridays, to be replied within 24 hours (usually 10.00 to 17.00). Outwith these times I will attempt to reply to emails within 48 hours. Where this is outwith this time, I will give a brief explanation and an apology for the delay.

Telephone Calls – our landline numbers (see under Contact Directory) are answered on our behalf by PA Answer Ltd, Ely, Cambridgeshire. They are open seven days a week, with gaps on English bank holidays. They can assist you with new orders (including sales by credit/debit card), enquiries on our range, and more besides. Outside their normal opening hours, you will find a voicemail facility, and messages will be passed to me the next working day. Their staff are specially trained to help, and they will keep everything you say confidential, and personal details secure.

Where they are unable to assist, or if you need to speak to me personally, they will send a message to me. I will then endeavour to return your call within two hours during our opening times (as per above). At other times, I will attempt to call you within 24 hours. However, I am happy to try to call you as close to a convenient time for you, even outwith office hours.

Letters & Orders by post – we pick up mail from our box downstairs around 10.30 on Mondays to Fridays (Tuesdays and Thursdays can be later if out), and around 10.00 Saturdays. The exact time may vary if our regular postie is off!

We will attempt to reply to all questions and orders as soon as we can. Where we have an issue with your order, and there is a telephone number or email address that I can use, I will try and see clarification. Voicemails will be left if needed, unless you request us not to. We do not do calling on spec – we will only call in relation to an order. We aim to respond within 7 calendar days, wherever possible. Where this is outwith this time, I will give a brief explanation and an apology for the delay.

Print on demand (all except Steven Knight) – the vast majority of our titles (except some of our really old back catalogue titles) we now print in house. We generally print these once a week – usually a Tuesday – and we will pack them up for despatch on a Wednesday morning. All mail generally goes out Royal Mail 2<sup>nd</sup> Class, unless otherwise requested or agreed (i.e. if it's a very last minute thing, give us a ring first!) If you buy from our online shop, the BigCartel website will automatically send you an email to let you know, when it is on it's way.

Steven Knight books are fulfilled by the man himself. He keeps stock and will post to you as soon as possible, again by Royal Mail 2<sup>nd</sup> Class post.

Newsletter – we have two separate Newsletters – our e-News (free and usually weekly/fortnightly), or Paper (quarterly). We charge £8 per year for four paper Newsletters, but you will get a discount on every order you place. If you've had enough of the e-News, there is an automated unsubscribe link on every email we send. We are happy to arrange for Newsletters to be sent in most other formats (such as extra large print, coloured paper, or more accessible formats), where we can do so.

Access – Suzy is Typetalk trained, and would welcome calls via this method. We can also contact you via Typetalk on request, when we call you back. See [www.typetalk.org](http://www.typetalk.org) if you need further information.

Where we have failed - We will undertake an investigation into the facts and circumstances. We may need more information from you, and we'll contact you back if that is the case. I will attempt to learn from any errors or mistakes, within the framework we work to, and in. Where we have done something wrong, I will explain what, why and what we will change, or do differently another time. An apology will take account of any shortages or inconvenience caused by our actions, or our lack thereof.

Timetable data – while we do everything we can to make sure the timetables are up to date at the time of sending off to print, we are working in a playing field where things can change very quickly. We do get warning of most changes, but sometimes things happen, operators cease or change hands, or we get incorrect information. Sometimes

one of the relevant stakeholders, like a local authority or a consultant, will input the wrong data. Let us know where you see something wrong, and we will ensure that this is corrected for next time, and fed back accordingly. While bus & train operators do everything they can to operate services as advertised & scheduled, circumstances beyond their control mean that they may not always succeed. No liability can be accepted for the use of our data, E&OE.

### **3. Delivery, Cancellation & Damaged Goods Policy**

We generally process most orders at least once a week. Our own titles are generally printed on Tuesdays, and despatched on a Wednesday. We print to order, thus reducing waste. Steven Knight Media send out their own titles. All our own titles are done in-house, unless otherwise advertised.

Once the book gets to you, we have delivered the order that you requested. If a book order has been put through, the book is still printed, and we can then incur charges for your order.

Bulk orders, and books customised, are generally non-returnable, although your Quotation will make this clear. Bulk Orders will incur cancellation charges where work has started for a customised edition. Trade orders are generally done on a sale-or-return basis, but your Invoice will confirm this.

Our internally produced books are generally of good quality, and quickly checked before sending. If we've missed something, a page hasn't come out, or you're missing something, get in touch and we will be more than happy to rectify the defective pages.

In the case of Steve Knight titles, he will pack and post book titles directly to you. Each book is quality checked by the printer, and Steve does check the books for any obvious signs of defect.

If there is damage to your copy – either from printer error or postal/courier damage – please let us know within three calendar days. This can be done by email, post, or by telephone. We will then investigate the matter, make our claims as needed, and replace your order accordingly. If your order has been duplicated - please let us know within three days. This can be done by email, post, or by telephone. We will then investigate the matter, and advise you what to do next.

Please don't do anything with the order in the meantime, but you will not be out of pocket where we, the postal service, or courier services, are at fault.

If your order has arrived fine, with no damage or other problems, but you still wish to cancel, a handling fee will apply – typically 10% of the retail price of the book order (not including postage/packing or any agreed discounts), with a minimum cost of £5.00. You will also be liable for the cost of returning the goods to us, or to another location as decided by us. These will need to be insured and signed for.

### **4. Postage Policy**

Each item is now separately advised –many of our books are post-free, with those for others at a fixed postage rate. We are always happy to post internationally, for an additional fee proportionate to the difference of cost.

### **5. Privacy Policy**

As the majority of web transactions are done by PayPal, we do not store Credit Card or Debit Card details on our computer systems.

Postal orders are fulfilled here. If you pay by cheque or postal order, a note is made of the cheque number, date and amount of the cheque, for standard accounting, and as a back-up in case of loss. If you pay by Card, your details will be destroyed securely after processing.

Telephone orders are fulfilled by PA Answer Ltd of Ely, who will process on our behalf. Your details will be secure again, and destroyed securely after processing.

We do not sell your details – financial or otherwise – to any groups for marketing.

Your data is held securely by PA Answer Ltd (phone call answering), BigCartel Inc. (online e-commerce website), PayPal (card payments), Bracey's Accountants Ltd (accountant, usually anonymous details), Steven Knight Media (so he can post your books to you) Royal Mail / couriers (address on mailing label, so they know where to deliver it), and they have their own privacy/confidential policies. We may pass a contract number to a courier, where we have to send your order this way, in case of problems with the delivery.



Otherwise, we do NOT share your personal or payment details with anyone. You are our customer – not anyone else's!

## **6. Legal Stuff**

While the transport operators featured in our publications do everything they can to provide services as scheduled (both here and in other publications), circumstances beyond our control mean that they may not always succeed.

Errors & Omissions Excepted – if you see any, let us know via any methods in the Contact Directory on the back page of our current Catalogue.

We are a Limited Company registered at Companies House in England & Wales, registration number 07755607.

Registered address, owing to planning restrictions, is c/o Bracey's Accountants Ltd, Unit 4, The Maxet Suite, Ardent House, Gates Way, Stevenage, SG1 3HG.

Please do not send items or orders to our accountants in Stevenage, as we have to go get the items. It's no fun lugging back 1500 leaflets back from the Old Town to the Stations, let alone getting back to WGC...

... Because of our turnover, and the fact books are zero-rated, we are not VAT registered.

We reserve the right to clear cheques before despatch, or ask for cash up front for large orders. These methods are only used rarely when it is necessary for the continuity of the company.

Insurance certificates are available on request.

## **7. Letters & Deliveries**

Letters to us can be delivered by post, courier, or by hand, to Apartment 4, 38-40 Stonehills, Welwyn Garden City, Herts, AL8 6PD. If delivering by hand, make sure the letter is in a wrapper or an envelope marked "Here To There/Apartment 4" or something similar, as this is a shared mailbox. Note this mailbox is located between Lloyds Bank sign and Wrights of Welwyn Garden City estate agents.

Courier and postal deliveries are usually accommodated Mondays, Tuesdays, Wednesdays and Fridays, 10.00 to 17.00 inclusive, unless by prior arrangement. Advance notice of bulky courier items is appreciated. We do have to leave the office during these times occasionally, usually for short-notice supplies or meetings. If this is the case, a sign will point you to the place for leaving these, which is Wright's Estate Agency, next door to the right, at Number 36 (same postcode).

One hour free parking is permitted in Stonehills during the day, with no restrictions outwith these times. A full leaflet with directions for those walking, bus, train or delivery can be had on request, or downloaded at [www.suzyscott.com/directions.pdf](http://www.suzyscott.com/directions.pdf)

We are not a retail store, but are happy to meet customers to hand over books if required, strictly by prior arrangement (as we don't keep stock!)

## **8. Environment**

We print on demand, meaning no boxes of old timetables to pulp, or be remaindered. That, on it's own, makes an immense saving.

We generally print our own books on Cannon Yellow Label (EU Ecolabel F1/11/001) or Xerox Performance (EU Ecolabel F1/11/002) 80gsm paper, made in the EU. Occasionally, in emergencies, we will use paper from Sainsbury's (PEFC Certified 75gsm/80gsm) or 5Star 75gsm/80gsm (FSC or PEFC Certified) made further afield.

We believe our books are very environmentally friendly, especially when we print in A5. A typical 8 page leaflet, printed online to an A4 size, would use eight sheets of paper. As we print in A5, this means it's only two sheets of paper. We can equally well print in A4, but double-sided generally saves half the sheets of paper count.

Our ring binders are made in Surrey, using British materials.

We formerly recycled our white paper when we were in Royston, although we do not have access to recycling bins at our premises in Welwyn Garden City. This is something that we find unsatisfactory, but we are doing our best to improve this situation.



© Suzy Scott 2015 – Stagecoach 27545 (SP 58 BYX), Enviro200 at Friockheim bus turning circle.

## **DundeeAreaBusForum.com**

We are an informal, online, bus enthusiast community, where bus operators, vehicles, services, historic happenings, service changes, politics, legislation, and much more, can all be discussed. We cover all bus operators in Aberdeen City, Aberdeenshire, Angus, Clackmannanshire, Dundee, Falkirk, Fife, Perth & Kinross, and Stirling. We cover bus operators based in the areas we cover, and those outside who run bus/coach services into it.

Visit the Forum online at  
**[www.dundeeareabusforum.com](http://www.dundeeareabusforum.com)**

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**Our e-Newsletter comes out regularly, and is free of charge!**

**Most copies contain a mix of our recent exploits, news on titles from us and Steven Knight, and special offers. You can also catch up on the latest transport news, and much more!**

**Sign up online via our website  
[www.heretotherepublishing.com](http://www.heretotherepublishing.com)**

# Contact Directory



public transport information in one place

## Telephone

Welwyn GC 01707 246232

Ely 01353 468396

Dundee 01382 238903

London 020 7993 8123

Rochester NY (00) 1 585 298 9297

(use which number is cheapest for you!)

Opening Hours; phone lines now open 08.30 to 19.00 Monday to Friday, 08.30 to 17.00 Saturday and Sundays, closed English Bank Holidays.

## Making a delivery to our premises in WGC

If you are trying to make a delivery to our premises in Welwyn Garden City, the hours remain the same – call Suzy's mobile on 07907 578595 to check on the day, or if you need help with directions.

**Suzy's Mobile** – 07907 578595

## Head office for Postal Mail, website questions, emails, Invoices questions, etc.

Here To There Publishing Ltd

Apartment 4

38-40 Stonehills

WELWYN GARDEN CITY

Hertfordshire

AL8 6PD

**E-mail [sales@heretotherepublishing.com](mailto:sales@heretotherepublishing.com)**

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