

## **ENCORE TICKETS DRIVES AWAY WITH 'BEST SERVICE PROVIDER' TWO YEARS RUNNING AT COACH AWARDS**



**Encore Tickets has won the 'Best Service Provider' for the second year running in the UK Coach Awards.**

The award is designed to recognise and reward services such as event tickets, meals, sea crossings and accommodation.

Encore won the Best Service Provider in 2009, the first year of the revived UK Coach Awards.

Said managing director John Wales: "It was a real honour to win last year, but even more important for us to be able to show our partners in the coach industry that we have been able to maintain the high standard over the past 12 months".

Paying tribute to all the award winners at the ceremony, UK Coach Awards director Chris Cheek said: "We did not invent the short-list – all the names came to us because customers, your customers, took the trouble to nominate you: that is something you can all be very proud of."

Added John Wales: "We believe we have been given this award again thanks to the efforts of our great groups sales team headed by UK sales manager Richard Woolliss, and because of the innovative schemes for coach operators we have introduced such as our indemnity scheme to buy back unused tickets and our offer to refund parking costs for any coach operator booking one of our dinner and show packages".

Established in 2000 Encore Tickets is the largest independent theatre agent selling over 1.5 million tickets per year – more than 1 in 10 of all tickets sold for London's major theatres. It employs over 75 staff speaking 18 different languages, is a fully bonded ticket agent and a member of the Society of Ticket Agents and Retailers.

Ends.

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