

## AFFILIATE TERMS AND CONDITIONS

### 1. Background

With over 40 years of service, Royal Coachman has been providing the best in quality, value driven transportation services to the leading corporations and individuals in the New Jersey, Pennsylvania and New York Metropolitan area. Since 2004, we have expanded our award winning service worldwide through the use of our exclusive National and International Affiliate Network. Our continuing goal is to be acknowledged as the benchmark of excellence in the ground transportation industry.

### 2. Reservations

Reservations will be sent to our affiliates electronically, by email or by fax. We expect a confirmation by email at [reservations@royalcoachman.com](mailto:reservations@royalcoachman.com) or by fax to (973) 675-4365, upon receipt of the reservation request. Reservation confirmations should include the trip price and your confirmation number. Once a reservation is confirmed, we fully expect the affiliate will deliver service to the best of their ability. If for any reason you cannot provide the highest level of service that we agreed upon, we expect to be notified within **30** minutes of the receipt of the reservation.

### 3. Dispatch & Pick-ups

For Airport pick-ups all international affiliates are required to do the following:

- Confirm scheduled flight arrival time with airline and obtain pre-flight time after flight is airborne.
- Have the chauffeur park and meet passenger(s) in designated meeter/greeter areas. Please notify us by email or fax of any exceptions **ASAP**.
- Make sure chauffeurs hold a "Royal Coachman" sign (download from website) with the clients Last Name.
- Upon meeting customer, the chauffeur is to introduce him/herself, offer to assist with luggage, and confirm the destination. Chauffeurs **MUST** know how to get to the destination without passenger assistance.

For all other pick up locations, chauffeurs should be dispatched in a timely manner to arrive at pick-up point at least 15 minutes prior to scheduled pick-up time. When unable to locate a passenger, please call Royal Coachman Worldwide dispatch **BEFORE** releasing your chauffeur. Our dispatchers will give you the appropriate guidance. If you do not call us and receive guidance prior to releasing your chauffeur, then you will not receive payment for the ride.



ALL INCIDENTS MUST BE REPORTED TO ROYAL COACHMAN DISPATCH IMMEDIATELY at (800) 472-7433 extension 2.

- lateness
- chauffeur lost
- missed client
- no show
- Accident
- Anything that impacts the Clients service

This is critical for us to maintain our Customer Care follow-up.

#### **4. Billing/Payment Information**

Quality service also includes a timely and accurate billing procedure. Please follow these necessary procedures:

**For all rides:**

- All invoices must be faxed to (973) 676 -1616 or emailed to [marc.monsko@royalcoachman.com](mailto:marc.monsko@royalcoachman.com) within 24 hours of completed ride. Invoice must include your confirmation number and the Royal Coachman job number for easy reference.

Payments will be made within 30 days of the completion of the ride, providing that we received all billing information in a timely fashion.

#### **5. Insurance**

Please forward a copy of your Certificate of Insurance naming Royal Coachman Worldwide as additional insured. The certificate must show the following information:

- General Liability
- Automotive Liability - If your insurance policy only covers **scheduled autos**, then all vehicles must be identified.
- Excess Liability
- Workers Compensation and Employers' Liability – Statutory limits as required by law.
- **Certificate Holder:**  
Royal Coachman Worldwide  
88 Ford Road – Unit 26  
Denville, NJ 07834

All companies must produce a copy of the state license and ICC authority certificates. This information ***MUST*** be faxed to (973) 664-6988 or emailed to [bobbi.dongan@royalcoachman.com](mailto:bobbi.dongan@royalcoachman.com) along with the completed application.

**Royal Coachman cannot utilize an affiliate without this documentation in our files.**



## 6. Contact Information

If you have any questions regarding our policies and procedures, please direct them to the appropriate department/person. (973) 400-3200

**Dispatch -** No Shows/Ride Issues  
**Phone:** (973) 400-3200 ext 2

**Reservations -** New, Change or Cancellation  
**Email:** reservations@royalcoachman.com  
**Phone:** (973) 400-3200 ext 1

**Marc Monsko -** Affiliate Manager & Affiliate Billing  
**Email:** marc.monsko@royalcoachman.com  
**Direct line:** 973-400-3220

## 7. Chauffeur Standards

1. Chauffeurs must be neat and clean, well groomed, and in proper business attire (i.e. black suit, tie, and white shirt).
2. Chauffeurs must be reachable at all times via two way radios or cell phones.
3. Your chauffeurs/dispatchers must notify Royal Coachman of any changes, no shows, authorization for overtime, etc. at the time of the ride. Failure to notify us may result in billing disputes, which can be easily avoided.
4. All chauffeurs are required to assist with passengers' luggage, open doors and have a courteous attitude at all times.

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**Printed Name**

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**Title**

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**Signature**

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**Date**



# AFFILIATE APPLICATION

## Company Information

Company Name: \_\_\_\_\_

Dbas: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### Mailing Address (If Different):

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Country Code: \_\_\_\_\_ Phone #: \_\_\_\_\_

Toll Free Phone #: \_\_\_\_\_

Number of Years in the Business: \_\_\_\_\_

Member of National Limousine Association:  Yes  No Date of Membership: \_\_\_\_\_

## Owner Information

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Country Code: \_\_\_\_\_ (if outside the USA)

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

## Miscellaneous Information

Please List Any Industry Certifications Your Company Holds: \_\_\_\_\_

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**Reservation Information**

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Country Code: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

24-hour reservation department:  Yes  No

If **No** – What are your after hours contact **Procedures**: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Dispatch Information**

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Country Code: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

24-hour dispatch department:  Yes  No

If **No** – What are your after hours contact **Procedures**: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Accounting Information**

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Country Code: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

**Affiliate Manager/Coordinator**

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Country Code: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

**Fleet Information**

<b>Year</b>	<b>Make</b>	<b>Model</b>	<b>Color</b>	<b>Qty</b>	<b>Capacity</b>	<b>Hourly Rate</b>

Do you provide bottled water for clients?  Yes  No

Do your vehicles have Global Positioning Systems (GPS)?  Yes  No

Does your GPS track speed of vehicle?  Yes  No

Do your vehicles have Electronic Toll Collection units?  Yes  No

Do your vehicles have WiFi?  Yes  No

Are your vehicles "non-Smoking"  Yes  No

**Airport Information**

Please Place Primary Airport First

<b>Airport Name</b>	<b>Airport Code</b>	<b>Distance from your current location</b>

Do you monitor and track all arriving and departing flight  Yes  No

If Yes Please Explain How: \_\_\_\_\_  
 \_\_\_\_\_  
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**If Tolls/Parking Are Charged At Cost, What Is The Approximate Cost For An Airport Transfer?**

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**Explain your meet/greet procedures at the airport and cost associated with these procedures.**

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**Indicate Our Discount Percentage And Whether It Is Only Off Of Base Or All-Inclusive.**

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**Describe Your Cancellation Policy.**

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**Describe "Wait Time" procedures for International/National Flights**

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**Describe "Wait Time" for Hotels, Venues and/or Residential pick ups**

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**Chauffeur Information**

Are Your Chauffeurs:     Employees     Independent Contractor

**Does Your Company Perform The Following?**

- Drug / Alcohol Screening:     Yes     No    How Often: \_\_\_\_\_
- Criminal Background Check:     Yes     No    How Often: \_\_\_\_\_
- Motor Vehicle Checks:     Yes     No    How Often: \_\_\_\_\_

Please describe your chauffeur training process: \_\_\_\_\_

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What is your chauffeur dress code? \_\_\_\_\_

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How do you communicate with your chauffeur? \_\_\_\_\_

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Does your State and or Country require a special limousine license?     Yes     No

If **yes** please explain: \_\_\_\_\_

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Are your Chauffeurs fingerprinted?     Yes     No

**For International ONLY:**

Do you Chauffeurs speak English?     Yes     No

What other languages do your Chauffeurs speak? \_\_\_\_\_

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Have any of your Chauffeurs ever been “Banned” from driving in another Country?     Yes     No

If **yes** please explain: \_\_\_\_\_

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