



ROYAL COACHMAN WORLDWIDE

WORLDWIDE CHAUFFEURED SERVICES

AFFILIATE TERMS AND CONDITIONS

1. Background

With 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 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 affiliate electronically, by email or by fax. We expect a confirmation by email at 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 affiliates are required to do the following:

- Confirm scheduled flight arrival time with airline and obtain pre-flight time after flight is airborne.
- Have chauffeurs park and meet passengers in designated meet/greeter areas (in cities where this is possible). 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 (i.e. lateness, chauffeur lost, missed client, no shows, etc.) **MUST BE REPORTED TO ROYAL COACHMAN DISPATCH IMMEDIATELY** at (800) 472-7433 extension 2. 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 within 24 hours of completed ride. They should include your confirmation number and the Royal Coachman job number for easy reference.
- Each affiliate company is required to fill out a completed W-9 form.
Non-receipt of this form will delay or deny payment.

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) 400-3297 and also mailed to Royal Coachman Worldwide, 88 Ford Road, Unit 26, Denville, NJ 07834

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 cancel
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 radio or cell phone communication.
3. Your chauffeurs/dispatcher must notify us 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.

P R I N T E D N A M E

T I T L E

S I G N A T U R E

D A T E



AFFILIATE APPLICATION

COMPANY INFORMATION

Company Name: _____

DBA: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip Code: _____

Local Phone #: _____ Toll Free Phone #: _____

Number of Years in the Business: _____ Federal Tax ID #: _____

Dun & Bradstreet: _____ Member of National Limousine Association: YES NO

_____ Date of Membership: _____

OWNER INFORMATION

Name: _____ Phone #: _____

Fax #: _____ Email Address: _____

RESERVATION INFORMATION

Contact Name: _____ Phone #: _____

Fax #: _____ Email Address: _____

Reservations/Dispatch Software: YES NO Software Vendor/Brand: _____

Do you accept reservations using GT3's GDS technology? YES NO

24-hour Reservation/Dispatch Department: YES NO

If NO – What are your after hours contact procedures:

ACCOUNTING INFORMATION

Name: _____ Phone #: _____

Fax #: _____ Email Address: _____

LOCAL ASSOCIATION

MISCELLANEOUS INFORMATION

Please list any industry certifications your company holds:



If tolls/parking are charged at cost, what is the approximate cost for an airport transfer?

Please explain your meet / greet procedures at the airports and cost associated with these procedures.

Please indicate our Discount percentage and whether it is only off of Base or all-inclusive.

Please describe your cancellation policy.

Please describe "wait time" policies both at the airport and at other pick up locations.

Please place Primary Airport First

AIRPORT INFORMATION

Airport Name	Airport Code	Distance (from your current location)

Do you monitor and track all arriving and departing flights? YES NO

If yes please explain how:



CHAUFFEUR INFORMATION

Are your chauffeurs: Employees Independent Contractors

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:

What is your chauffeur dress code?

How do you communicate with chauffeurs?

Please describe any lawsuits / charges your company has been involved with in the last 3 years:
