



WELCOME TO A LIMOUSINE CONNECTIONS'S GLOBAL AFFILIATE PARTNERSHIP PROGRAM

Reliable Service, Anywhere, Anytime!

At ALC, that is not only our motto, it is our guarantee. We stand behind our work, and we are committed to selecting global partners who share our vision, and can provide a seamless continuation of our services in markets around the world.

Our Global Affiliates Partners are those companies who are committed to service, quality, communication, and excellence. We require the very best of our partners, as you can also expect from us, when we are fortunate to serve as your Global Partner throughout the Salt Lake City & Park City, Utah as well as Jackson Hole, Wyoming and Sun Valley, Idaho areas.

Thank you for exploring this partnership with ALC; we look forward to a mutually beneficial relationship for years to come. To help us get started, please complete and return the following documents/information:

- ✓ **Service Expectations**
- ✓ **Affiliate Partner Information**
- ✓ **Certificate of Insurance (COI) Requirements**
- ✓ **Billing & Credit Card Information**
- ✓ **Rate Sheets (including all extras)**
- ✓ **Fleet Information**
- ✓ **IRS W-9 Form**

Please return the above items via email to mary@alclimo.com, once completed, and do not hesitate to reach out to me with any questions you may have. Thank you, and welcome to the ALC Global Affiliate Partnership Program.

Sincerely,

Mary Johnson

E: mary@alclimo.com

M: +1 (480) 283-5566

US: +1 (800) 894-3510



SERVICE EXPECTATIONS

RESERVATION PROCESS

1. ALC will send reservations via email or through the FASTTRAK or GRIDD systems.
2. We ask that you confirm via email within 2 hours. Confirmations should include your reservation number and all pertinent reservation information.
3. Please notify our office immediately if you cannot accept a reservation.
4. Under no circumstances can you farm out our reservations without our approval in advance; if absolutely necessary, please email or call our office prior to doing so for authorization.
5. Please call our office to get authorization for any change from the originally scheduled trip or additional service that will result in any extra charges.
6. Never release a vehicle without our prior authorization.

VEHICLE & CHAUFFEUR STANDARDS

1. All vehicles must be late model black, cleaned well-appointed vehicles with working amenities.
2. No vehicle with cosmetic/operational/mechanical issues should be used to service our clients.
3. Bottled water and a copy of the local paper must be provided.
4. The heat/air-conditioning must be checked and set to a comfortable temperature before the passenger enters the vehicle.
5. The vehicle should be equipped with emergency supplies, including a first aid kit, flares, jumper cables, etc.
6. ALC expects our Affiliate Partners to perform preventative maintenance on a regular basis.
7. This includes a check of fluid levels, tire pressure and condition, telephones, amenities, air conditioning and heating hose connections and overall exterior and interior maintenance.
8. Chauffeurs must be dressed in a black suit, dark tie, black shoes and a clean white shirt.
9. All chauffeurs assigned to ALC work must have completed chauffeur training.
10. Upgrading any vehicle must be approved with ALC dispatch ahead of time.
11. ALC will provide you with a greeting sign to be used for all rides.
12. Please notify ALC dispatch in advance if a chauffeur will be late for a scheduled pick-up.
13. If your chauffeur cannot locate our client, please contact our dispatch office immediately.
14. Affiliate Chauffeurs may not ask the client for a tip or request payment in advance.
15. Chauffeurs may not ask the client for directions. Jobs should be mapped out and planned prior to pick-up and or drop off to avoid the issue. Hands free GPS units are required for all jobs.

BILLING

1. Final charges must be emailed to mb@alclimo.com within 24 hours after the completion of each trip.
2. The ALC credit card may not be charged until final charges have been submitted.
3. Please list all charges separately, including the base charge, gratuity, parking, tolls, discount, etc.
4. Affiliate should honor a two (2) hour cancellation policy with no charge.
5. Negotiated rates shall be valid until such time as the new rates are mutually accepted.

I have read and accept the above specifications.

Signature: _____

Title: _____ Date: _____



AFFILIATE PARTNERSHIP INFORMATION

Company Name (legal name): _____

DBA (if applicable): _____

Company Address: _____

Street: _____

City: _____ State/Province: _____

Zip/Postal Code: _____ Country: _____

Toll Free Number: _____ Local Number: _____

Web Address: _____

Contact Name: _____ Title: _____

Contact Phone Number: _____ Fax # _____

Contact Email Address: _____

Reservations Email Address: _____

PLEASE LIST THE NAMES OF THE COMPANY OWNERS/PRINCIPLES AND KEY CONTACTS BELOW.

Name: _____ Title: _____

Name: _____ Title: _____

BUSINESS MODEL: Employee-based Independent Contractor Owner-operator

TYPE OF BUSINESS: Inc. LLC Sole-proprietor Partnership Other (specify) _____

What communication services do prefer for reservation information?

Fax E-mail Internet Other (please specify) _____

What communication devices below do you utilize to communicate with your drivers?

Tablet/iPad Mobile/Cellular Phones Smart Phones Mobile Data Terminal 2way Other (specify) _____

Do you use software for managing reservations, dispatching vehicles and billing customers? Yes No

If so, who is the provider?



REQUIRED CERTIFICATIONS & INSURANCE COVERAGE

All of ALC's strategic partners must operate in compliance with all federal, state, county, local, and other regulations. ALC must have up-to-date copies of all Affiliate Partner operating licenses and insurance certificates on file.

ALC requires that all its affiliate partners maintain one million dollars (\$1,000,000.00) in liability insurance for passenger vehicles and five million dollars (\$5,000,000.00) for commercial vehicles. A copy of your company's certificate of insurance must be sent directly by your insurance company to ALC with our name listed as a named insured. Please have your insurance company mail all insurance certificates to ALC's official address.

PAYMENT FOR SERVICES / BILLING POLICIES

Once a trip has been completed, a full invoice reflecting the total cost of the service provided, including the rate charged, tolls, parking, wait time, extra stops and other extras must be e-mailed to mb@alclimo.com within 24-hours of the trip. We may not be able to reimburse extra charges submitted outside the 24-hour window.

Parking, wait time, extra stops and other extras must be e-mailed to ALC within 24-hours of the trip so that the client's bill is reflective of the actual costs. Extra charges submitted outside the 24-hour window may not be reimbursed. All no shows or misses on either the part of the chauffeur or client must be called in to ALC's dispatch department prior to a vehicle being released. No shows are paid on a "case to case" basis and will be paid at least the chauffeurs expenses. ALC will not pay for any job that is "farmed out" without our permission.

YOUR BILLING POLICIES

(Please tab through fields to enter the appropriate information)

Accounting Contact: _____

Direct Accounting Phone: _____ Direct Accounting Fax: _____

Direct Accounting Email: _____

What type of credit cards do you accept?

American Express Visa Mastercard Discover\Other _____

What are your billing procedures and terms? _____

Do you charge additional fees? Yes No

If so, what are they? _____

Please describe your cancellation policy in detail? (Sedans, Limousines, SUV's and large capacity vehicles):



CREDIT CARD AUTHORIZATION FORM

(Please tab through fields to enter the appropriate information)

American Express Visa Mastercard Discover Other _____

Credit card # _____ Expiration Date: _____ CSV: _____

Name as it appears on the card: _____

Billing Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____

Company Name (if corporate card): _____

The following information must be completed by cardholder for the credit card indicated above and signed by authorized user only. I, _____ authorize ALC to process the above referenced card as "signature on file" for all ground transportation services performed as our affiliate partner.

Signature of Cardholder: _____ Date: _____