



CITYCAR RESERVATION PROCESS

CityCar Services accepts worldwide reservations via phone or e-mail. We also have the ability to accept online reservations. To ensure your online profile is set up correctly, please contact your travel manager.

PROFILES

Arrangers are able to create PROFILES for their Travelers in our system so that booking reservations is a seamless process. Information such as passenger name, e-mail, office and home address, phone numbers, credit card, etc can be stored in a Traveler's profile.

Arrangers can create profiles via phone or fill out a form and e-mail to reservations@citycarservices.com.



Profile Info

RESERVATIONS VIA PHONE

Call 713-772-5277 or 1-800-322-8007; Option 2 for customer care (OPTION 1 is for dispatch)

Let the reservation agent know the name of your company – our system allows for a search based on company name.

If you have a profile set for the traveler, you can proceed with the details of the service.

If you do not have a profile set for the traveler, you can create one at this time.

RESERVATIONS VIA E-MAIL

Email reservations@citycarservices.com

In subject Line, indicate NEW RESERVATION, CHANGE or CANCELLATION

FOR ANY SERVICE OR CHANGE SET TO OCCUR TWENTY FOUR (24) HOURS OR LESS, PLEASE CALL FOR AVAILABILITY

INFORMATION REQUIRED:

- Passenger Full Name
- Arranger/Point of Contact Name and Number – can be the same as Passenger for travelers booking for themselves (If there is a profile established, this will auto populate)
- Date and Time of Service
 - For airport arrivals, the pickup time will be consistent with the estimated arrival time of the flight. Our dispatchers monitor flights and the system will automatically make adjustments to flights that either arrive early or are delayed.
 - For domestic departures, pickup time is generally recommended at least two (2) hours prior to flight departure time.
 - For International departures, pickup time is generally recommended at last three (3) hours prior to flight departure time.
- Vehicle type requested
 - Sedan (3 Passengers), SUV (7 Passengers), Luxury Vanterra (13 Passengers), 8 Passenger Limo, 23 Passenger Mini Bus and 33 Passenger Mini Bus
 - Passenger counts are based on max occupancy
 - If there is excessive luggage or large luggage such as golf clubs, sedan may not be large enough for 3.
 - Front seat is included in the number of passengers per vehicle (with exception to the buses)
- Pickup Location – for locations not saved in profile or system landmarks, please provide zip code
- Stops if needed (additional cost per stop; stop needs to be within a 3 mile radius of route or trip will be billed as an hourly/as directed trip)
- Destination/Drop Off
- If there are any special instructions, please notify the Reservation Agent
- E-mail address for confirmations and receipts (2 e-mail addresses max)
- E-mail address for chauffeur notifications (En route and On Location notification e-mails that include the chauffeur name and number)
- Electronic confirmation will be e-mailed immediately for phone reservation; within four (4) hours or less for e-mail reservations

CANCELLATION POLICY (when terminating for convenience):

- Cancellation policy for standard vehicles such as Sedan and SUV are 2hrs prior to pick up time without penalty. Cancellations with less than 2hrs notice to pick up time are subject up to full rate billing.

- Cancellation policy for specialty vehicles such as Luxury Vans, Limos and Mini Coaches/Buses are 48hrs prior to pick up time without penalty. Cancellations with less than 48 hrs. notice to pick up time are subject to full rate billing.

- No shows are subject up to full rate billing.

Modifications resulting in reduced rates made 2hrs prior to pick up time are without penalty. Modifications made with less than 2hrs notice of pick up time are subject to original rate billing.

CityCar Services Worldwide 37 Lyerly St Houston, TX 77022 Phone : 713-772-5277 Fax : 713-772-6556 Email : reservations@citycarservices.com Web : www.citycarservices.com			
CONFIRMATION Run Type : Airport/Point To Point			
Pickup Date 09/08/16 Thursday	Pickup Time 4:49 PM	Drop End	Pass # 1 Veh. Type SEDAN Chauff. Veh.#
Res #	Start Time		
Passenger	Pick Up Phone - -		
Caller	Caller#		
Account	Paid By CC - VI		
Pickup Address	Dropoff Address		
Airport HOUSTON, GEORGE BUSH INTERCONT	Street#/Name		
Airline UA - United Airlines	Apt#/Room#		
Flight# 1805	Dropoff Point		
Origin Info. LGA - New York, NY	Address Line2		
Airport	Cross Streets		
Landmark	City HOUSTON, TX 77077		
Pickup Directions	Dropoff Directions		
IAH - general meeting location: baggage claim level w/sign Term A: bottom of escalator limo reception area w/sign Term B: baggage claim limo reception area w/sign Term C: baggage claim level near elevators w/sign Term E: outside customs door limo reception area w/sign			
Special Instructions			
FOMC# STC 21.0% 15.44 INVOICE COMMENTS INVOICE COMMENTS	Flat Rate \$105.00 Wait Time \$0.00 UDF Chg. Total \$15.44 Tolls \$0.00 Parking \$0.00 Gratuity \$11.03 Sub Total \$131.47 Discount -\$31.50 Taxes \$0.00 Amount Due \$99.97		

Terms & Conditions:

All trip charges and additional fees are estimated based on information obtained at the time the reservation is placed with our company. Trip charges are subject to final audit upon completion of the trip, variations in service may result in additional fees.

-A voluntary tip will be added to the final bill for your convenience. The payment of this or any other voluntary tip is entirely subject to your complete discretion and the terms of your corporate travel policy, and may be increased, decreased, or eliminated entirely at your discretion.

-Late change/cancellation policy - We have a two hour change/cancellation policy based on the time zone of the servicing city for sedan and SUV trips, domestic service only. We require 24 hours notice to change or cancel service for all International trips and specialty vehicles booked domestically.

-Cancelling or changing service within the 2 or 24 hour window will result in a charge of the full fare.

-No Show Policy - Please contact our office if you are unable to locate your chauffeur prior to departing the pickup location. We will make every effort to contact the passenger and will release the vehicle one hour from the scheduled pick up time. A no-show will result in a charge of the full fare.

-Our specific billing practices regarding travel time, wait time, stops and variable STC may be requested at any time.

- 1 – Shows trip is confirmed as well as the Run Type; Airport/Point to Point or As Directed/Hourly
- 2 – Directions for where chauffeur will be – arranger can provide directions however pickup at airports must be at designated locations per each city's regulation. This example shows actual PICKUP DIRECTIONS. Because the airport landmark auto populates, you may see this on your confirmation however the passenger will be dropped off at designated passenger departure drop off points.
- 3 – STC will show up at UDF or User Defined Charge. STC is a Surface Transfer Charge that varies. STC also includes fuel which may fluctuate depending on the current price of fuel.
- 4 – Billing: Base Rate, Discount (out of town base rate will have built in discount due to system capability), Gratuity (Voluntary gratuity is already included in the price of the trip). The rate is all-inclusive and does not include incidentals such as airport fee/parking or tolls. Incidentals will be billed as incurred.

<p align="center">CityCar Services Worldwide 37 Lyerly St Houston, TX 77022 Phone : 713-772-5277 Fax : 713-772-6556 Email : reservations@citycarservices.com Web : www.citycarservices.com</p>					
Cancellation					
Run Type : Airport/Point To Point				Cancel#	84895
				Caller	Tabatha
				Reason	Duplicate Reservation
Pickup Date	08/30/16 Tuesday	Pickup Time	7:30 AM	Drop	
Res #		Start Time		End	
				Pax #	1
				Ven. Type	SEDAN
Passenger		Pick Up Phone - -			
Caller		Caller#			
Account		Paid By CC - VI			
Pickup Address			Dropoff Address		
Street# /Name			Airport HOUSTON, GEORGE BUSH INTERCONT		
Apt#/Room#			Airline KE - Korean Air		
Pickup Point			Flight# 30 ETD 10:40 am		
Address Line2			Destination Info. ICN - SEOUL,		
Cross Streets			Airport Landmark IAH - HOUSTON INTERCONTINENTAL		
City HOUSTON, TX 77005			Dropoff Point		
Pickup Directions			Dropoff Directions		
Special Instructions					

Cancellation Confirmations will show **Cancellation** on the actual confirmation

Chauffeur information can be obtained 4 hours prior to service for sedans and SUV. For specialty vehicles, chauffeur information can be obtained 24 hour prior to service. If information is needed outside of the standard, please contact customer service or dispatch.

After the trip occurs, accounting will close out trips that have met our standards within 48 hours and bill to credit card on file. At this time, any incidental that has occurred will also be billed at this time.

IF THERE IS ANY SERVICE INCIDENT, PLEASE NOTIFY CUSTOMER SERVICE IMMEDIATELY SO THAT AN AGENT CAN MARK IT IN THE RESERVATION. A CUSTOMER SERVICE LEAD OR MANAGER WILL

INVESTIGATE AND CONTACT YOU WITHIN 48 HOURS. WE IMPLEMENT ROOT CAUSE ANALYSIS IN ORDER TO IMPROVE OUR LEVELS OF SERVICE. ALSO, THIS IS AN FLAG SO THAT ACCOUNTING WILL NOT PROCEED WITH BILLING UNTIL YOU ARE SATISFIED. A SERVICE INCIDENT IS ANYTHING THAT OCCURS NOT IN LINE WITH CITYCAR STANDARD.

CHILD SAFETY SEATS:

CityCar will NOT provide Child Safety Seats. Travelers are responsible for providing their own Child Safety Seats. Chauffeurs will NOT install Child Safety Seats. Chauffeurs will NOT put children into Child Safety Seats and they will NOT buckle children in seats.

CityCar is able to store child safety seats for travelers on departures. Instructions must be input into reservations for the chauffeur to bring child safety seat during arrival. Please verify that instructions appear on your confirmation.