



Global Transportation Solutions



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www.deluxtransportation.com

Excellence since 1960



On behalf of Delux Transportation, I would like to welcome you as our new affiliate partner. Our team looks forward to serving your needs in the New York Tri-State area with the same pride and dedication that we currently provide our loyal customers.

With warm regards,

Andrea Majer

Executive Vice President

THE DELUX MISSION

We are a team of professionals whose mission is to provide superior chauffeured car services that stand above the rest.

For over 50 years Delux remains committed to the idea that every customer, whether corporate or individual, is the one that matters the most.

VIP is our only level of service.



YOU DESERVE A DELUX EXPERIENCE! WHY CHOOSE DELUX?

- 24/7 call center.
 - Experienced corporate agents.
 - Professionally trained chauffeurs.
- Large meticulous fleet of Executive Lincoln Town Cars, MKTs, Mercedes Benz, Luxury SUVs, 11-14 Passenger Vans, Stretch Limousines, and Coach Buses.
 - Delux and its drivers are fully licensed and insured.
- Delux is the premier transportation company serving Long Island, New York City and over 550 cities worldwide.



About Delux Transportation

Since 1960, Delux Transportation has been proudly serving the New York, Tri-State area, including JFK, LaGuardia, MacArthur, Newark, Republic, and Teterboro Airports.

With remarkable drivers, and a dedicated staff of dispatchers and reservationists who work round the clock 24/7, Delux is able to provide exceptional service to all our customers.

All of Delux's vehicles are fully licensed by New York City TLC and Nassau County TLC. Extensive new driver training classes are provided by our trained professionals, along with monthly refresher classes for all drivers. Our fleet is constantly updated with new model vehicles, and is equipped with GPS and cell phones. Quality of service is the most important aspect of Delux Transportation.

We here at Delux, make it priority that our customers have an exceptional transportation experience. We inspect our vehicles and drivers daily at our base as well as on the road!

Delux Transportation has been the winner of the Lancer Insurance Co. Safety Award for the past 3 years.

We are affiliated with the National Limousine Association, the Long Island Limousine Association, LBOA and HIA.

At our base, Delux maintains back up resources for all of its information systems, so that when customers have questions about previous trips, we will be able to provide them with all information they would need.



OUR FLEET

LINCOLN MKT TOWN CAR

A favorite among business and frequent travelers, our Lincoln MKT Town Car is both cost effective and comfortable, ideal for transporting smaller groups. Practical, yet stylish and offers a smooth ride. **Seat up to 4 passengers.**



CADILLAC XT5

Ultimate elegance and luxury for when only the best will do. Perfect for airport transfers, quick getaways and corporate luncheons or meeting. These sedans comfortably **seat up to 3 passengers** and are a great choice for discreet, comfortable travel.

MERCEDES BENZ S CLASS

With flawless innovation, performance, comfort and safety, experience Luxury Transportation at its finest. Elegant and spacious vehicles. This vehicle seats **up to 4 passengers** and is perfect for weddings, proms, wine/city tours, airport transfers, corporate travel, and much more.



MKT STRETCH LIMOUSINE BLACK/WHITE

For those special occasions, Delux Transportation offers late model Stretch Limousines. Whether for a wedding, prom, night on the town, or just a trip to the airport, when a ride in luxury, style and comfort is required, our Stretch Limos are the choice to make. **Seats 8 passengers.**

THE LUXURY SUV

The newest trend in corporate luxury, our SUVs combine power and luxury with more space and lot of extra luggage to provide luxurious, comfortable and safe transportation whether it's taking the family to the airport or going out with friend for a night on the town. **Seats up to 7 passengers.**



THE EXECUTIVE VAN & THE COACH BUS

VAN - An economical yet classy way to transport your travelers. Vans offer comfort, along with plenty of room for luggage or other materials that you need to transport. **Seats 9-14 passengers.**

BUS - when you've got many guests to transport, event planners and corporations look to the coach bus for its efficiency.

Seats 24 - 56 passengers.





Billing and Confirmation Procedures

Reservation & Confirmation Process:

1.) ***Delux will send all reservation information to Affiliate via email.***

A.) Delux will call Affiliate to confirm availability for all reservations

B.) Affiliate will be required to confirm all future and pending orders via email or phone call.

2.) ***Affiliate will review all pending reservations upon receipt and provide Delux Transportation with a confirmation number for each accepted reservation.***

A.) Affiliate must contact Delux Transportation immediately if there are any questions regarding any information in a reservation (pick-up time, location, vehicle, etc.)

B.) Affiliate may not substitute vehicle types for any reservation. For example, a limousine may not be used when a sedan was requested. If the requested vehicle is not available, Affiliate must contact Delux Transportation Affiliate Department to obtain approval prior to substituting another vehicle type. Delux retains the right, at our sole discretion, to deny a request for a vehicle change and reassign the trip to another affiliate.

C.) If the Affiliate does not have capacity to confirm a reservation, Affiliate must contact Delux Transportation immediately to notify dispatch. Affiliate is not authorized to sub-contract any Delux Transportation reservation to another provider without approval by Delux Transportation dispatchers or affiliate personnel.

If you have any questions about your reservation, please call our toll free number (800)-232-3358 and ask to speak with our National Desk.

We ask that you email your confirmations to:

affiliate@deluxtransportation.com

Billing Inquiries, receipts, invoices, or accounting:

Caryn@deluxtransportation.com

Phone: 516-861-2072

All receipts/invoices **MUST** be emailed to our accounting department within 48 hours of the completed trip. Never collect or ask our clients to sign any credit card slips. All costs should be billed to our credit card only.

If any questions are asked by the clients regarding charges, please refer them to Delux only. **Chauffeurs must never discuss costs.**

NEVER SUBCONTRACT OUR WORK TO ANOTHER VENDOR WITHOUT PRIOR APPROVAL.

We appreciate you assigning your best drivers to provide the ultimate care for our clients!



Airport Procedures and Waiting Time Policies

Outside Airport Pick-ups Procedure:

- No additional charge.
- 1 Hour free waiting time for Domestic arrivals.
- 1 Hour free waiting time for International arrivals.
- Driver waits at Curbside or Passenger Pick-up Island with a sign in the passenger side window along with a blue & white Delux flag on the car.

Inside Airport Pick-ups Procedure:

- \$25 extra charge + parking (\$12-JFK) (\$6-\$12-LGA) (\$12-NWK).
- Driver meets passenger by baggage claim.
- Driver holds up a sign with passenger's last name.

Waiting Time Policy:

For Airport pick-ups:

- Delux offers 1 hour waiting time for Domestic & International flights at no additional charge.
- Waiting time starts at the time plane arrives.

For Non-Airport pick-ups:

Town Car waiting time:

- Drivers allow 5-10 minutes courtesy waiting time.
- 10 minutes waiting time= \$8
- 15 minutes waiting time= \$12
- 30 minutes waiting time= \$24
- 45 minutes waiting time= \$36
- 60 minutes waiting time= \$48

Driver Attire:

- Delux Transportation Chauffeurs wear a black suit, white shirt, black tie, black dress shoes and socks.
- All drivers are equipped with an Android cell phone.

Vehicles:

- All vehicles have \$1 million insurance coverage.
- Average age: 2 years.
- All vehicles are equipped with GPS and Telenav.