

# DELUX

TRANSPORTATION SERVICES

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[www.deluxtransportation.com](http://www.deluxtransportation.com)



*Excellence since 1960*

*VIP is our only level of service.*



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**

24/7 call center.

Experienced corporate agents.

Professionally trained chauffeurs.

Large meticulous fleet of Executive Lincoln Town Cars,  
Luxury SUVs, 14 Passenger Vans, Stretch Limousines,  
and Coach Buses.

Delux and its drivers are fully licensed and insured.

Nationwide & Worldwide Services.



## **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, Nextel radios, pagers 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.

## **THE DELUX FLEET**



### **THE SIGNATURE TOWN CAR**

Both cost-effective and comfortable, the Lincoln town car is ideal for transporting smaller groups. A full-size luxury town car is practical, yet stylish and offers a smooth ride. Seats 4 passengers.



### **THE LUXURY SUV**

The newest trend in corporate luxury. Equipped with leather interior, floor lighting, flat screen TV, DVD and CD player and moon roof, these are the vehicles that discerning passengers prefer. Seats 7 passengers.

### **THE EXECUTIVE VAN**

An economical way to transport your travelers, vans offer comfort, along with plenty of room for luggage or other materials that you need to transport. Seats 14 passengers.



### **THE STRETCH LIMOUSINE**

The classic for luxury. Flat screen TV, beverage bars, DVD/CD players, and fiber optic lighting. Seats 10 passengers.



### **THE COACH 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 fax, email.
  - A.) Delux will call Affiliate to confirm availability for all reservations occurring inside a 24 hour window prior to sending the reservation.
  - B.) Affiliate will be required to confirm all future and pending orders via fax, 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 dispatchers 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 fax or email your confirmation to:

[reservations@deluxtransportation.com](mailto:reservations@deluxtransportation.com)

Fax: 516-767-3527

Billing Inquiries, receipts, invoices, or accounting:

[accounting@deluxtransportation.com](mailto:accounting@deluxtransportation.com)

Fax: 516-767-8014

Phone: 516-861-2018

All receipts/invoices MUST be faxed or 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 & International arrivals.
- Driver waits at Curbside or Passenger Pick-up Island with a sign in the passenger side window.

### **Inside Airport Pick-ups Procedure:**

- \$10 extra charge + parking (\$9-JFK) (\$6-\$9-LGA) (\$9-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 at no 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 Nextel, pager, and cell phone.

### **Vehicles:**

All vehicles have \$1 million insurance coverage.

Average age: 2 years.

All vehicles are equipped with GPS and Telenav.