

Affiliate Service Agreement

A. Glance Limousine Service is searching for an Affiliate Partner in your area to better serve clients. Please complete this fillable PDF form in its entirety. In order for GLANCE to utilize an affiliate, the following documents must be sent to sales@glanceauto.com Affiliate Relations.

1. Signed Affiliate Service Agreement
2. W-9 Form
3. Fleet List
4. Rate Sheet
5. Certificate of Insurance (send copy via email or fax and by way of mail)

Forward a copy of your Certificate of Insurance naming GLANCE an additional insured. The certificate must show the following information:

- Automotive Liability (if your insurance policy only covers scheduled autos, then all vehicles must be identified.)
- General Liability
 - Excess Liability
 - Workers Compensation and Employer's Liability (Statutory limits as required by law.)
 - Umbrella Policies

970 Geylang Road #02-05B
Tristar Complex, Singapore 423492

All companies must produce a copy of the state license and ICC authority certificates. Upon receipt, your application will be reviewed for needs in your area. An GLANCE representative will contact you if additional information is needed.

Reservations

GLANCE sends ****NEW RESERVATIONS**** via email or TranspoNet (*Odyssey/Voyageur Reserve Users*). Affiliate is to send email confirmation to sales@glanceauto.com. GLANCE allows up to one (1) hour upon receipt of reservation request. Reservation confirmation is to include GLANCE's confirmation number, affiliate confirmation number, and trip cost. Affiliate is to notify GLANCE within 30 minutes of receipt if unable to accommodate GLANCE's reservation request.

Service Delivery

Once a reservation is confirmed, GLANCE expects affiliate to deliver service to the best of its ability. If for any reason affiliate cannot provide the highest level of agreed-upon service, GLANCE is to be notified as soon as possible.

- **NEVER** outsource GLANCE reservations. If necessary, call the GLANCE office first for approval.
- All vehicles must be clean, late model, and in good working order.
- Upgrading vehicles must be approved with the GLANCE office in advance.
- Confirm scheduled flight arrival time with airline and obtain pre-flight time once flight is airborne.
- **NEVER** contact our clients unless GLANCE authorizes affiliate to do so. If you need assistance, call GLANCE to contact the client on your behalf.

Location Pick-Ups: Chauffeur should be dispatched in a timely manner. Chauffeur is to arrive on site at least 10 to 15 minutes prior to scheduled pick-up time. If chauffeur is waiting at pick-up location for more than 15 minutes, contact GLANCE Dispatch for the appropriate guidance. ****Failure to notify GLANCE may result in billing disputes.****

Chauffeur must represent as an affiliate of GLANCE. For airport pick-ups, chauffeur is to hold an GLANCE sign (*download from GLANCE website*) or a blank sign with client's last name. Your company's sign is NOT to be displayed under any circumstances. Upon meeting the client, the chauffeur is to introduce himself and confirm the identity of the client. Chauffeur is to offer assistance with luggage and confirm client's destination.

- Chauffeur must be neat, clean, well groomed, and in proper business attire (*black suit, tie, white shirt*).
- Chauffeur must have GPS and 2-way radio and/or cell phone communication.
- **NEVER** solicit or hand out your business cards to GLANCE clients under any circumstance.
- Chauffeur must know how to get to destination without client's assistance.
- Chauffeur is **NEVER** to collect or discuss pricing with our clients.
- Chauffeur is to check the vehicle for forgotten items.

Affiliate Communication

Affiliate is to report to GLANCE Dispatch immediately at 800.458.5466 for any of the following reasons. It is important to maintain "GLANCE Customer Care Follow-Up" with clients. Notify GLANCE Dispatch if...

- a chauffeur will be late or is lost
- no contact is made with client **BEFORE** releasing chauffeur
- client wants to change destination
- client makes additional stops
- **WAIT TIME** charges are added to a reservation
- chauffeur has an accident with client in the vehicle
- chauffeur has any problem with the client

Billing & Payment Information

Affiliate should **NOT** charge for delayed or cancelled flights. Payments are made via company credit card. Send all receipts/invoices to affiliate@harringtonlimo.com within 24 to 48 hours after ride completion. If possible, list charges separately.

*By signing below, your organization indicates the "Affiliate Service Agreement" has been read and accepted. Your organization also agrees never to solicit business from an A. Harrington Limousine client and **NEVER** to discuss any charges with client. The signee must be an officer or person who is legally able to bind the company to this agreement.*

COMPANY NAME

PRINT NAME

SIGNATURE

TITLE

DATE

Affiliate Application

Company Information

Company Name:	DBA:	
Physical Address:		
City:	State:	Zip Code:
Mailing Address (if different):		
City:	State:	Zip Code:
Local No:	Toll-Free:	
Website:	General Email:	
Federal Tax ID#:	Dun & Bradstreet:	
# of Years in Business:	Hours of Operation:	

If you do NOT have a 24/7 Dispatch Department in-house, please describe your after-hours contact procedures:

Affiliate's Service Area: Local Nationwide Worldwide
Please have GLANCE send information on services in NEW JERSEY/NEW YORK METRO AREA: YES NO

Reservation Information

Software/Vendor Brand:
GGA's Odyssey/Voyageur Reserve TranspoNet ID#:
Reservations Department Email:

Executive Contact

Owner/President:	Email:
Vice President:	Email:
Affiliate Manager:	Email:
Office Manager:	Email:

Chauffeur Information

What is the status of your chauffeurs? Employees Independent Operators

Does your company perform the following?

Drug / Alcohol Screening:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	How Often? _____
Criminal Background Check:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	How Often? _____
Motor Vehicle Check:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	How Often? _____

Describe your chauffeur training process:

Describe chauffeur dress code:

Describe how dispatch communicates with chauffeur:

Airport Information

Complete the following airport information to include the airport code and distance in miles from your office location. Explain "Pick-Up Procedures" for each airport and their associated fees. Do NOT include provide airport hubs.

Airport 1

Airport Code:	Airport Name:	Distance:
Meet & Greet:		
Curbside:		
Airport/Parking Fee:	Int'l Arrival Fee:	Grace Period:
Wait Time Policy/Fee:		

Airport 2

Airport Code:	Airport Name:	Distance:
Meet & Greet:		
Curbside:		
Airport/Parking Fee:	Int'l Arrival Fee:	Grace Period:
Wait Time Policy/Fee:		

Airport 3

Airport Code:	Airport Name:	Distance:
Meet & Greet:		
Curbside:		
Airport/Parking Fee:	Int'l Arrival Fee:	Grace Period:
Wait Time Policy/Fee:		

Airport 4

Airport Code:	Airport Name:	Distance:
Meet & Greet:		
Curbside:		
Airport/Parking Fee:	Int'l Arrival Fee:	Grace Period:
Wait Time Policy/Fee:		

Rate, Policies and Procedures Information

Rates and Policies Description

Give a full description of the following, including related charges.

Off-Hour Surcharge:

Cancellation Policy:

Holiday Charge:

Grace Period at Location Pick-Ups:

Gratuity:

Fuel Surcharge:

STC:

Admin Fee:

Other 1:

Other 2:

Amenities in Vehicles (*water, reading material, etc.*):

Procedures

Explain how **ARRIVING** flights are monitored:

Explain how **DEPARTING** flights are monitored:

Rates and Discounts

Describe **SEDAN** hourly rate including break-down and minimum number of hours:

Indicate discount percentage and whether it is off of the base only or the all-inclusive rate:
