

ICS

any car

1-800-BOOK-A-LIMO®

We're Serious.

A Complete Ground Transportation Solution for Business Travelers

ICS GREEN CERTIFICATION
Approved

$100 off your first invoice









International Chauffeured Service, Inc.

ICS 1-800-BOOK-A-LIMO

At ICS 1-800-BOOK-A-LIMO we are serious about your ride.

- Professionally trained chauffeurs who are carefully screened.
- Modern fleet of vehicles with $2 million insurance coverage.
- Proprietary reservation dispatch billing management system—RDBM.
- 24/7 first-class customer service before, during, and after your ride.
- Automatic reservation confirmations and updates by email, SMS, and Web access.
- Special event coordinators and on-site dispatchers for large groups.
- Personalized profiles for corporate and travel agent accounts.
- High 15–25% travel agency commissions for IATA / CLIA / ARC members.
- Specialized services for motorcoaches, road shows, and private jet reservations.
- Vehicles equipped with GPS tracking, DVD players, fax and Internet capability.

OUR MISSION

ICS 1-800-BOOK-A-LIMO's mission is to understand our clients and accommodate their chauffeured service needs with integrity, reliability, professionalism, and the latest technology.

We're serious.





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Personalized Global Service

- *Personalized On-time Service in Over 1,000 Cities Worldwide*

ICS 1-800-BOOK-A-LIMO offers personalized first-class service in North and South America, Europe, the Middle East, Africa, and the Asia Pacific region. Our client service representatives are available 24/7 to assist passengers before, during, and after their ride. We provide service for travel agents, corporate accounts, conventions, and road shows. We also book private jets using our nationwide bidding system.

- *Convenient 24/7 Reservations Using One Nationwide Number or Website*

ICS 1-800-BOOK-A-LIMO utilizes a proprietary, cutting-edge reservation and dispatch system that allows clients to book their reservations 24/7 with our toll-free phone and fax numbers, by GDS, by email, or through our SSL secured website at www.bookalimo.com.

- *Modern Fleet of Vehicles With Highly Trained Chauffeurs*

ICS 1-800-BOOK-A-LIMO continuously trains our chauffeurs and employees to maintain the highest level of safety and service standards. Client safety is our number one priority and efficient personalized service is our objective. We offer the latest luxury vehicles on the market, including Lincoln Town Cars, Cadillac and Mercedes Benz sedans, stretch limousines, SUVs, vans, and motorcoaches for up to 55 passengers. Most vehicles are equipped with GPS systems and advanced features such as wireless Internet, built-in fax machines, TV monitors, and DVD players.

- *No Commitment or Contract Requirements to Open an Account*

ICS 1-800-BOOK-A-LIMO account holders enjoy benefits such as volume discounts, customized profiles for special amenities, and detailed monthly invoicing. Establishing a new account requires no contract or commitment and can be done online or by calling our sales department.

- *Prestigious Clientele*

ICS 1-800-BOOK-A-LIMO's clients include Fortune 1,000 companies such as CitiGroup and travel agencies Carlson Wagonlit and American Express Travel. We have also provided service for CNN, the NBA and NFL, the Grammys and Oscars, and the Democratic and Republican National Conventions. We work closely with meeting planners and tour operators to assist them in organizing successful events including conventions for the American Diabetes Association and the National Business Travel Association.

"Since we have been using you, not one client has complained. Every car has been there on time and every driver has been friendly. Whenever people ask me about chauffeured service I just speed dial your agents. This is a travel and hospitality person's dream come true! Thank you so much for your reliable service, with professional reservation agents and competitive rates."

— Gary Taylor
World Travelers, Inc.

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The Preferred Choice

- ICS 1-800-BOOK-A-LIMO provides executive luxury ground transportation service in over 1,000 cities worldwide and can accommodate groups of any size. We are the preferred choice of 50,000 travel agencies and 250,000 prominent businesses and Fortune 1,000 companies. We specialize in meet-and-greet airport transfers, conventions, road shows, and hourly services.
- ICS 1-800-BOOK-A-LIMO was established in 1987 in New York by an expert in the chauffeured service industry who had a vision to present a higher level of personalized global service than the industry had ever offered. He created the ICS 1-800-BOOK-A-LIMO philosophy to tailor our service to the needs and wants of each client in order to provide customized made-to-order chauffeured global ground transportation.
- ICS 1-800-BOOK-A-LIMO has positioned itself to be a leader in the chauffeured transportation industry by continuously improving our operations to meet the changing demands of the business through technological advances, training, and quality control processes.
- In our New York City Headquarters near the Empire State Building, the skilled ICS 1-800-BOOK-A-LIMO management team and staff of service professionals oversee all worldwide reservations. Our dispatchers have direct contact with every one of our chauffeurs across the globe to ensure that each passenger gets "100% on-time" ground transportation service, no matter where they are. ICS 1-800-BOOK-A-LIMO's chauffeurs and employees must adhere to the same first-class service standards worldwide, with a focus on both safety and efficient personalized service.
- ICS 1-800-BOOK-A-LIMO's rates are consistently more competitive than other chauffeured luxury global ground transportation providers and our level of excellent service is unparalleled worldwide.
- ICS 1-800-BOOK-A-LIMO is a member of NLA, NBTA, NBAA, ASTA, TIA, IFWTO, JATA, CLIA, ACTE, and MPI.

"I just wanted to let you know how much I appreciated your help. Our driver was wonderful and made everyone feel so very special. I will always use ICS 1-800-BOOK-A-LIMO when booking chauffeured service. You guys are awesome! Thank you for your professionalism and kindness."

— Kim Christian
A Wish With Wings

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Chauffeured Transportation

Welcome to the limousine service company established to provide outstanding personal limo service to our corporate travelers local and worldwide. Our chauffeurs are professionals in every respect and assist their passengers whenever it is wished. Wherever you are going, we are always there for you.

Our Chauffeurs Speak Your Language, Even Outside the States

Our chauffeurs always pick you up punctually, along with your guests or customers, and bring you in comfort from the appointed location to the final destination. From home to the boardroom, from hotel to meeting, or from business date to event. From any address to any address, our Point-to-Point service will meet the occasion. You will travel stress-free between any two points in a given geographical area.

Let our chauffeur take on the traffic, weather, and anything else that comes up along the way. Our limo service ride is smooth, allowing you to do work, make calls, read, or just relax. It is a sense of comfort you will appreciate when you arrive. Once you have made your limousine service reservation, there is nothing between point A and point B except the peace of mind knowing that ICS 1-800-BOOK-A-LIMO is taking care of everything.

To or from the Airport, Train, or Cruise Ship

All travelers know that every airport, train station, and cruise terminal are unique and sometimes difficult to maneuver around. Our chauffeurs are trained professionals who are familiar with the layout, construction, and traffic patterns of the airports, train stations, or cruise terminals they serve. Additionally, the chauffeur stays in radio and cell phone contact, which eliminates any potential problems getting you to or from your flight, train, or cruise.

With our meet-and greet-service, our chauffeur will meet and greet you and escort you to the car. ICS 1-800-BOOK-A-LIMO provides limo service from the very beginning, so allow us to take everything off your hands, including your luggage!

"The high customer satisfaction keeps us coming back. Your prices are comparable with other companies but the service is better and commissions have been paid promptly. What more can an agency expect of a vendor?"

— Binnie Coopersmith
Westshore Travelworld

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How We Handle Your Account

ICS 1-800-BOOK-A-LIMO provides the finest quality chauffeured luxury global ground transportation service available by integrating advanced technology with highly skilled service professionals who work hard to fulfill the needs of every client.

- *Meeting and Planning In-person or by Phone — Conducting Needs Analysis*

  ICS 1-800-BOOK-A-LIMO sales professionals engage in client interviews to assess the specific requirements of each client. We collect descriptive data about each company and its ground transportation needs, including locations, volume, type of service, reservation methods, and any special requests.

- *Recommendation Made — Account Opened That Is Tailored to Your Needs*

  ICS 1-800-BOOK-A-LIMO sales professionals conduct an extensive analysis of the information collected and make recommendations for a chauffeured service plan that is custom-tailored to accommodate the needs of each client.

- *Rides Handled — Sending the Right Chauffeur, Not Just the Closest One*

  ICS 1-800-BOOK-A-LIMO maintains stringent selection standards for all chauffeurs and employees in order to ensure the most reliable and professional chauffeured service in the world. Chauffeurs are taught defensive driving techniques to proactively avoid road hazards and minimize accidents, as well as other specialized skills to provide our clients with safe and personalized on-time service.

- *Receipt and Invoice — Customized Reporting*

  ICS 1-800-BOOK-A-LIMO has established reporting processes that provide each client with detailed account information for reservations and billing. The system is designed for complete flexibility in order to adhere to the procedural and operational requirements of each client. Invoices can include details such as service by client location, department, employee, event, etc. Clients can access their account information anytime online using their account number and password on our SSL secured website at www.bookalimo.com.

"For almost 10 years I have been working with ICS 1-800-BOOK-A-LIMO. Everyone is so helpful and nice. My clients have commented on how professional the drivers are and how they love the convenience of the meet-and-greet service upon arrival at the airport."

— Barbara Jarmell
RJ Lee Group

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How We Handle Your Event

ICS 1-800-BOOK-A-LIMO works closely with meeting planners and road show coordinators to assist them in organizing chauffeured ground service for successful events. We can accommodate groups of any size and specialize in meet-and-greet transfers, dinner transfers, and additional hourly "as needed" services for event-related leisure activities.

- *Personalized Service With Client Logo on Sign*

  ICS 1-800-BOOK-A-LIMO's chauffeurs and event coordinators display signs with your organization's logo in order to ensure smooth passenger transfers. Our professionally trained chauffeurs are familiar with the local dynamics at each event site and can assist passengers with their special needs.

- *24/7 Communications With Dispatchers*

  ICS 1-800-BOOK-A-LIMO's dispatchers utilize two-way telecommunication devices to pinpoint each chauffeur's location and direct them to meet and greet passengers. Our dispatchers are trained to understand the intricacies of both successful chauffeur management and exceptional client relations.

- *Special Event Coordinators for Cost-effective and Efficient Ground Transportation Planning*

  ICS 1-800-BOOK-A-LIMO can assign Special Event Coordinators to collaborate with your organization and plan the most cost-effective and efficient chauffeured ground service for your event. Our experienced coordinators are experts in maximizing your budget without compromising on quality of service.

- *On-site Ground Logistics*

  ICS 1-800-BOOK-A-LIMO can supply your organization with on-site ground logistics specialists to facilitate the routing of passengers and chauffeurs in multiple locations. Our chauffeurs and specialists work together to make each passenger's trip a first-class experience.

"Thank you for the great service for our tour. We used other companies in the past, and since I found you we won't be doing business with anyone else. You have great follow-through and I wouldn't trust this to anyone else. I am glad you're there."

— Brett Greenberg
Victory Records

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How We Drive You There

"I reserved one of your chauffeured vehicles and the driver arrived exactly at the pick-up time. He was very nice and the sedan was beautiful and clean as promised. I just wanted to say thank you so much!"

— Jennifer Dungey
Unilever Corporation

With a fleet of over 5,000 corporate sedans, limousines, vans/SUVs, motor coaches, plus access to other vehicles from our affiliates, we can accommodate any type of ground transportation request on a short notice—such as airport transfers, sightseeing and business tours, wedding limousines, and long distance or local transfers in over 1,000 cities worldwide.

Our fleet of vehicles consists of new and clean looking Lincoln Town Cars, Cadillacs, and Mercedes. We have highly-trained chauffeurs who are always on time and committed to being the best in the industry.

ICS 1-800-BOOK-A-LIMO stands behind its limo service, and your satisfaction is guaranteed.

Overseas service may be provided by vehicles different than illustrated. All limousine service is provided by clean, well-maintained, recent model vehicles customary to the country.

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Corporate Account Application

Use this application if you would like to receive monthly invoices.
Credit references and some restrictions may apply.

Open a corporate account and receive $100 off your first invoice.

All corporate accounts and invoice accounts require that a credit card* and photo identification be held on file at ICS 1-800-BOOK-A-LIMO.

Please fax this **signed application,** the **front** and **back** of the **corporate credit card** and **photo identification** to:

Fax: 212-213-5708
Attention: Corporate Accounts

*If credit card cannot be provided please contact your Transportation Consultant for additional options.

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53 East 34th Street
New York, NY 10016
(800) 266-5254
(212) 213-5708 FAX
www.bookalimo.com

COMPANY INFORMATION

Company Name

Tax ID#

Type of Company ☐ Corporation ☐ Partnership ☐ Sole Proprietorship

Applicant Name Title

Social Security #

Address

City State ZIP

Phone Fax

E-mail

BILLING INFORMATION

Type of Billing ☐ Credit Card Only ☐ Invoice Billing (Approval Required)

Credit Card #

Expiration Date CVV Code (Visa & MC rear 3 Digits, Amex Front 4 Digits)

Name on Card

Billing ZIP Code ☐ Same ☐ Other:

Persons Authorized to Use Account (Optional. Attach additional list as needed):

Name Title

Name Title

Name Title

AGREEMENT

ICS 1-800-BOOK-A-LIMO requires payment in full upon service or upon receipt of invoice. Clients are quoted an all inclusive price with STC charges and 20% gratuity when placing a reservation. Clients will receive final price notification after actual completion of service which will reflect any changes to the original booking price for additional fees and services. The Applicant hereby agrees that it is the passenger's responsibility to collect a copy of the trip voucher directly from the chauffeur at the end of each chauffeured service trip. ICS 1-800-BOOK-A-LIMO's cancellation policy for corporate account holders allows cancellation notice without charge 2 hours prior to the dispatch time in the USA and 48 hours prior to the dispatch time internationally. The Applicant hereby agrees that cancellation notice of less than the time described above, or no-show, requires full charge or a minimum charge in accordance with the type of service reserved.

ICS 1-800-BOOK-A-LIMO reserves the right to refuse service to accounts that are in arrears and to charge the back-up credit card on file for any amounts past due. The Applicant hereby authorizes ICS 1-800-BOOK-A-LIMO to make charges to the credit card listed above, or any other credit card provided by the Applicant at a future date. The Applicant further agrees to reimburse ICS 1-800-BOOK-A-LIMO for all legal fees and other expenses related to collecting any and all outstanding invoices for this account.

By signing below, you, the Applicant, hereby agree to all of the above terms and authorize ICS 1-800-BOOK-A-LIMO to obtain credit references from the references listed above

Name: Signature Date

Printed Name and Date on this Agreement, even by fax or e-mail, represents that the signatory has the legal authority to enter into this Credit Application and Agreement.

CONTINUED ON NEXT PAGE

REFERENCE #1

Company Name

Address

City State ZIP

Contact Name Title

Phone Fax

E-mail

REFERENCE #2

Company Name

Address

City State ZIP

Contact Name Title

Phone Fax

E-mail

REFERENCE #3

Company Name

Address

City State ZIP

Contact Name Title

Phone Fax

E-mail

COMMENTS (Attach Additional Comments As Needed)

BANK INFORMATION

Bank Name

Address

City State ZIP

Contact Name Title

Phone Fax

E-mail

Name: Signature Date

Printed Name and Date on this Agreement, even by fax or e-mail, represents that the signatory has the legal authority to enter into this Credit Application and Agreement.

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M. Jones

ICS

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53 East 34th Street
New York, NY 10016
(800) 266-5254
(212) 213-5708 FAX
www.bookalimo.com

Client Account Profile (Pay-per-ride)

Use this application if you would like to pay per ride. We can securely store unlimited encrypted credit card information on our system under your account profile.

Fill out the Client Account Profile and receive 20%–50% off any reservation. Contact your ICS 1-800-BOOK-A-LIMO *Transportation Consultant for details.*

COMPANY INFORMATION (or attach e-business card below)

Company Name

Type of Company ☐ Corporation ☐ Partnership ☐ Sole Proprietorship ☐ Personal

Applicant Name Title

Address

City State ZIP

Phone Fax

E-mail

Please fax this **signed profile** to:

Fax: 212-213-5708
Attention: Corporate Accounts

ATTACH E-BUSINESS CARD HERE

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OPTIONAL INFORMATION

Vehicle Preference ☐ Sedan ☐ Limo ☐ SUV ☐ Other

Frequent Cities Traveled

Estimated Rides Per Month

Other Special Requests

Authorized Users

Name: Signature Date

ICS 1-800-BOOK-A-LIMO® *We're Serious.*

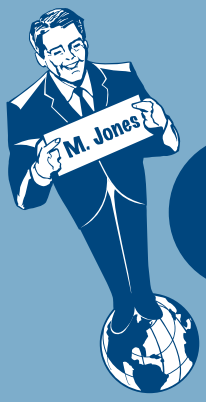
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www.bookalimo.com











ICS

1-800-BOOK-A-LIMO®

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WORLDWIDE HEADQUARTERS

International Chauffeured Service, Inc.
1-800-BOOK-A-LIMO

53 East 34th Street
New York, NY 10016

TEL: 1-800-BOOK-A-LIMO (1-800-266-5254)
FAX: 1-877-BOOK-A-LIMO (1-877-266-5254)
Skype ID: ICS, 1-800-Book-A-Limo
SMS Text Message: 212-561-2600

INTERNATIONAL USERS OUTSIDE USA

TEL: (001) 212-213-0302
FAX: (001) 212-213-1373

MAIN DEPARTMENTS

General Inquiries
info@bookalimo.com
Text Us: 212-561-2600

24/7 Rate Quotes
Sedans, limousines, SUVs, vans, mini-buses, and motorcoaches in over 1,000 cities worldwide.
reservations@bookalimo.com
Choose option "2" during our phone greeting

Accounting Department
For receipt requests, billing issues, and commission inquiries.
accounting@bookalimo.com
Call extension 126

Customer Service
For any matter regarding our chauffeured service.
customerservice@bookalimo.com
Call extension 101

Quality Control Surveys
Help us maintain high-quality service. Send your confirmation number for a QC survey.
qc@bookalimo.com
Call extension 137

SALES DEPARTMENT

Corporate
New account inquiries—personalized account tailored to your needs
sales@bookalimo.com
Call extension 105

Motorcoaches
Chauffeured service for large groups
motorcoaches@bookalimo.com
Call extension 144

Travel Agents
New commission account requests—earn 15%–25% monthly commissions
travelagents@bookalimo.com
Call extension 140

Tours
Add a half-day or full-day guided tour to your chauffeured service worldwide
tours@bookalimo.com
Call extension 144

Conventions, Meetings & Road Shows
Special event coordinators, and on-site ground logistics
events@bookalimo.com
Call extension 124

Private Jets
Private jet bookings with our national bidding system
jets@bookalimo.com

Booking made easy