



**AZSEDANS**  
BE DRIVEN

## *Affiliate Service Agreement*

A. AZ Sedans LLC is searching for an Affiliate Partner in your area to better serve our clients. Please complete this fillable PDF form in its entirety. In order for AZ Sedans LLC to utilize an affiliate, the following documents must be sent to [info@azsedans.com](mailto:info@azsedans.com) or fax to (480) 559-8611, attention David Brown, in 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 AZ Sedans LLC 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 o Excess Liability
- \* Workers Compensation and Employer's Liability (Statutory limits as required by law.)
- \* Umbrella Policies

AZ Sedans LLC  
2810 S. 24<sup>th</sup> ST Ste 118  
Phoenix, AZ 85034

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 AZ Sedans representative will contact you if additional information is needed.

### **Reservations:**

AZ Sedans sends **\*\*NEW RESERVATIONS\*\*** via email or Limoanywhere.com (Reserve Users). Affiliate is to send email confirmation to [reservations@azsedans.com](mailto:reservations@azsedans.com) AZ Sedans LLC allows up to one (1) hour upon receipt of reservation request. Reservation confirmation is to include AZ Sedans confirmation number, affiliate confirmation number, and trip cost. Affiliate is to notify AZ Sedans within 30 minutes of receipt if unable to accommodate AZ Sedans reservation request.

### **Service Delivery:**

Once a reservation is confirmed, AZ Sedans 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, AZ Sedans is to be notified as soon as possible.

- \* NEVER outsource AZ Sedans reservations. If necessary, call the AZ Sedans office first for approval.
- \* All vehicles must be clean, late model, and in good working order.
- \* Upgrading vehicles must be approved with the AZ Sedans office in advance.
- \* Confirm scheduled flight arrival time with airline and obtain pre-flight time once flight is airborne.
- \* NEVER contact our clients unless AZ Sedans authorizes affiliate to do so. If you need assistance, call AZ Sedans 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 AZ Sedans Dispatch for the appropriate guidance. **\*\*Failure to notify AZ Sedans may result in billing disputes.\*\***

2810 S. 24<sup>th</sup> ST Ste: 118  
Phoenix, AZ 85034  
Local: 480.559.8615  
Toll-free: 800.964.6780  
[reservations@azsedans.com](mailto:reservations@azsedans.com)  
[www.azsedans.com](http://www.azsedans.com)



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**Chauffeur Standards:**

Chauffeur must represent as an affiliate of AZ Sedans. For airport pick-ups, chauffeur is to hold an AZ Sedans sign (download from AZ Sedans 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 AZ Sedans 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 AZ Sedans Dispatch immediately at 800.964.6780 for any of the following reasons. It is important to maintain "AZ Sedans Customer Care Follow-Up" with clients. Notify AZ Sedans 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 [info@azsedans.com](mailto:info@azsedans.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. AZ Sedans LLC 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

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## 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 E-mail:

Federal Tax ID#:

Software in use:

# Of Years in Business:

Hours of Operations:

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 AZ Sedans send information on services in PHOENIX METRO AREA: YES!  NO!

### **Executive Contact:**

Owner/President:

E-mail:

Vice President:

E-mail:

Affiliate Manager:

E-mail:

Office Manager:

E-mail:

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**Chauffeur Information:**

What is the status of your chauffeurs? Employees [ ] Independent Operators [ ]

**Does your company perform the following?**

|                            |          |         |                  |
|----------------------------|----------|---------|------------------|
| Drug / Alcohol Screening:  | YES! [ ] | NO! [ ] | How Often? _____ |
| Criminal Background Check: | YES! [ ] | NO! [ ] | How Often? _____ |
| Motor Vehicle Check:       | YES! [ ] | NO! [ ] | How Often? _____ |

Describe your chauffeur training process:

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Describe chauffeur dress code:

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Describe how dispatch communicates with chauffeur:

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## ***Rate, Policies and Procedures Information***

### **Rates and Policies Description:**

Give a full description of the following, including related charges

Off-Hour Surcharge:

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Cancellation Policy:

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Holiday Charge:

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Grace Period at Location Pick Ups:

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Gratuity:

---

Fuel Surcharge:

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STC:

---

Admin Fee:

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Other 1:

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Other 2:

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

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### **Procedures:**

Explain how ARRIVING flights are monitored:

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Explain how DEPARTING flights are monitored:

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### **Rates and Discounts:**

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

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

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