Your Selling Guide to Booking Transfers with Confidence

Vehicle with Driver Service Industry (VDSI)

Organisations in the VDSI Transfers Industry offer and arrange ground transportation using vehicles with professional drivers. This service is also known as a transfer, limousine or chauffeur service. VDSI Transfers organisations may use third party ground transportation providers to fulfil this service.

VDSI TRANSFERS SERVICE CATEGORIES

Economy Class	Business Class	First Class

VDSI TRANSFERS VEHICLE STANDARDS

Economy Class	Economy Van	Business Class	Business Van	First Class
Passengers 3/4	**Passengers:** 5/7	**Passengers:** 3/4	**Passengers:** 5/7	**Passengers**: 3
Luggage max. 2 + 1(check in + hand)	**Luggage** max. 5 + 1(check in + hand)	**Luggage** max. 2 + 1(check in + hand)	**Luggage** max. 5 + 1(check in + hand)	**Luggage** max. 2 + 1(check in + hand)
Model year max. 5 years old	**Model year** max. 5 years old	**Model year** max. 4 years old	**Model year** max. 4 years old	**Model year** max. 3 years old

VDSI TRANSFERS SERVICE STANDARDS

Criteria	Economy Class	Business Class	First Class
Duty of care	fully licensed, registered and insured drivers and vehicles		
Booking / lead time	24 hours	2 hours	4 hours
Booking modification			
Transfer cancellation			
Hourly cancellation	0% charged if more than 24 Hours / 100% charged if less than 24 hours		
Additional KM/time	base rate	base rate	Included (with restrictions)
Free waiting time for airport transfers	30 min	1 hour	2 hours
Free waiting time for other transfers	15 min	15 min	1 hour
Free waiting time for hourly bookings	max hours booked		
Flight tracking	Included		
Meet and greet	not requested	passenger choice	airports and train stations
Pick-up sign	yes		
Driver code of conduct	professional, does not smoke.		
Driver dress code	shirt	formal attire	
Driver language skills	local language	basic English + local language	
Assistance from driver	not requested	open door, take luggage	
Air conditioning	not included	included	
Amenities (water, WIFI, charging cables, etc.)	not included		included
Payment	electronic by credit card, all inclusive, monthly corporate invoice available, cash.		

Examples shown are representative of category, vehicle and service standards. Please refer to the provider for details.

Our aim is for all ACRISS members to provide you a like for like comparison to make an informed choice with ease and confidence

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POLICIES

Description	Definition
Waiting time policy	The rules that apply between pick-up time and the passenger actual boarding time.
Pick-up policy	The rules that apply between transport arrival time and requested pick-up time.
Cancellation policy	The rules which apply to cancellations. It can include time to apply, driver status, fees, service class.
Complaint handling policy	Policies on complaint acknowledgment and response times.
Payment policy	The rules describing the accepted forms of payment and the time when payment itself is authorized and/or executed.
Modification booking policy	The policy that applies to modification rules. Rules can include pick-up time to apply, driver status, fees, service class. In this context a modification is a change which is not a under the cancellation policy.
Meeting point policy	Rules on communication channels used for instructions and on how/where the traveler meets the driver.
Luggage policy	The rules on accepted luggage size and number of luggage (combined), and which applicable fees.
Privacy policy	Describes how the Transfers company handles protected data.
Detour policy	The rules on how the Transfers company handles material changes to the original quoted/booked journey. Namely, which service is affected and if any fees apply.
Service guarantee policy	The rules on service delivery fulfillment and compensation.
Duty of care policy	Describes if the Transfers company uses registered, licensed and insured vehicles and/or drivers.

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TaxiTender NO STRESS PAY LESS

KARHOO The open mobility exchange

GroundScope Ground transportation solutions

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