

## Your Selling guide to booking Transfers with confidence






### Vehicle with Driver Service Industry (VDSI)

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

#### VDSI TRANSFERS SERVICE CATEGORIES

Economy Class	Business Class	First Class
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#### 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.

### POLICIES

Description	Definition
<b>Waiting time policy</b>	The rules that apply between pick-up time and the passenger actual boarding time.
<b>Pick-up policy</b>	The rules that apply between transport arrival time and requested pick-up time.
<b>Cancellation policy</b>	The rules which apply to cancellations. It can include time to apply, driver status, fees, service class.
<b>Complaint handling policy</b>	Policies on complaint acknowledgment and response times.
<b>Payment policy</b>	The rules describing the accepted forms of payment and the time when payment itself is authorized and/or executed.
<b>Modification booking policy</b>	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.
<b>Meeting point policy</b>	Rules on communication channels used for instructions and on how/where the traveler meets the driver.
<b>Luggage policy</b>	The rules on accepted luggage size and number of luggage (combined), and which applicable fees.
<b>Privacy policy</b>	Describes how the Transfers company handles protected data.
<b>Detour policy</b>	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.
<b>Service guarantee policy</b>	The rules on service delivery fulfillment and compensation.
<b>Duty of care policy</b>	Describes if the Transfers company uses registered, licensed and insured vehicles and/or drivers.

### ACRISS VDSI TRANSFERS ASSOCIATES

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