



Address: 5225 Norwood Road • Dallas, TX 75247  
 Toll Free: 1-800-360-LIMO • Local: 214|348-9898 • Fax: 214|221-2299

## Vendor Questionnaire – Limo Operator

### I. General Information

<b>Company Name:</b>	
<b>Contact Person(s):</b>	
<b>Dispatch Manager:</b>	
<b>Accounting Manager:</b>	
<b>Mailing Address:</b>	
<b>Email Address:</b>	
<b>Web Address:</b>	http://www.
<b>Toll Free Phone:</b>	
<b>Local Phone:</b>	
<b>Emergency Phone:</b>	
<b>24-Hour Fax Line:</b>	
<b>Do you have a 24-Hour dispatch and reservation center? If not, please provide an emergency cell phone number?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Cell:</b> _____
<b>Please provide the following company information:</b>	_____ # of years in business _____ # of administrative staff _____ # of chauffeur/driving staff
<b>Do you have ICC/DOT Permits? Please provide a copy:</b>	
<b>Tax Payer I.D. Number:</b>	



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## II. Business Questions

<p><b>What reservation/dispatch software do you utilize?</b></p>	
<p><b>How will reservations be confirmed? Check all that apply.</b></p> <p><b>Can they be confirmed with-in 2 hours?</b></p> <p><b>Can you provide chauffeur name and phone number, 2 hours prior the ride?</b></p>	<p><input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Phone</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>Do you track flights?</b></p> <p><b>If flights are delayed do you charge? If yes please describe charges.</b></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>What are your cancellation and no show policy?</b></p>	
<p><b>Do you have a chauffeur training program? Briefly describe.</b></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>Do you perform chauffeur driving record and background check prior to employment?</b></p> <p><b>Once employed, how often do you check these records?</b></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>



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<b>Do you have a pre-employment drug/alcohol testing policy?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Once employed, how often do you perform drug/alcohol testing?</b>	
<b>Do you provide a daily newspaper and cold water in all your vehicles?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Are there any other standard amenities that you provide?</b>	
<b>Can billing be closed within 24-48 hours?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Please describe or attach your current airport arrival procedure for both Domestic and International arrivals:</b>	
<b>Please advise all airports/markets served by your company:</b>	



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### III. Please provide the following in Electronic Form:

1. Complete Rate Schedule including affiliate discount.
2. Certificate of Insurance and Certificate of Workmen's compensation. Please have your agent send an ACCORD with 360Limo, Inc. named as additional insured.
3. Vehicle list with Year, Make, Color, and Coach Builder. (Form Attached)
4. Completed W- 9.

### IV. Reservation Process:

1. 360Limo will send reservations via email, fax or both, whichever you prefer.
2. We ask that you confirm via fax or email within 2 hours. Confirmation should include your reservation number and all pertinent reservation information.
3. Please notify our office immediately if you can not accept a reservation.

### V. Service Delivery:

1. We ask that you do not farm-out 360Limo reservations, but if absolutely necessary please call our office prior to doing so.
2. Chauffeurs must be dressed in a dark suit, dark tie, dark shoes and a clean white shirt. All chauffeurs assigned to 360Limo work must have received chauffeur training.
3. All vehicles must be clean, late model, and in good working condition.
4. Upgrading any vehicle must be approved with the 360Limo dispatch ahead of time.
5. You must NEVER solicit or hand out your company business cards to 360Limo clients under any circumstance.
6. 360Limo will provide you with a greeting sign to be used on all rides.
7. Please notify 360Limo dispatch in advance if a chauffeur will be late for a reservation.
8. If your chauffeur can not locate a 360Limo client, please contact our dispatch immediately. Never release a vehicle without 360Limo authorization.
9. Please call our office to get authorization for any change or additional service from the originally scheduled trip that will result in extra charges.

### VI. Billing:

1. Final charges must be submitted no later than 48 hours after the completion of each trip.
2. Please list all charges separately including the base charge, gratuity, parking, tolls, discount, etc.

**I have read and accept the above agreement. Required!**

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

