

Schedule 1 : Chauffeur Standards

All chauffeurs must meet the minimum requirements in all areas set out below.

Presentation

All chauffeurs must be;

- Smart and tidy in appearance
- Well groomed

Health, Safety & Training

All chauffeurs must be;

- Be licensed, experienced, qualified, insured and medically fit to perform their duties at all times and in accordance with any applicable licensing requirement.
- Have been subject to a satisfactory criminal record check, or a full background check.
- Have been trained and receive regular ongoing training in accordance with agreed Service Provider Standard

Contact

All chauffeurs must be;

- Be available on mobile telephone at all times.
- Operate their phone with a hands free kit while driving.
- Ensure any calls made are in accordance with local mobile telephone legislation.
- Not make or receive personal phone calls in the presence of a customer.

Driving Skills & Geographical Knowledge

- Advanced driving skills with a minimum of 3 years driving experience.
- Very good geographical knowledge.

Schedule 3A : Pick Ups

Limousine Procedures of Operation

- By written booking (application booking) We will confirm every bookings right after we received it to customer.
- In reply for departure booking, we will provide every booking driver details / contact number / car plate for customer.

E-Mail : _support@bidstransport.com Call : _____ (24 hours)

Airport Pick Ups

- Monitor the flight arrival time and ensure the chauffeur is in the terminal 30 minutes before the flight lands.
- In case of flight delay, we are offer 90 minutes waiting at the airport (Non-charge) after 90 minutes waiting after the flight landed, we will considerate for **NO SHOW** charge to the customer.

For the better service, please feel free to contact our support team at _____ the support team is 24 hours operation.

- If no contact has been made with the customer 90 minutes after the flight landed, the driver must calls [BidsTransport.com](mailto:_support@bidstransport.com) support team.
- The car must not be withdrawn without permission from [BidsTransport.com](mailto:_support@bidstransport.com) support team.

Private Aviation Pick Ups.

- Check the flight arrival time using the tail number.
- The chauffeur must be at the Terminal 30 minutes before flight lands.
- If no contact has been made with the customer 30 minutes after the flight has landed, the driver must calls [BidsTransport.com](mailto:_support@bidstransport.com) support team.
- The car must not be withdrawn without permission from [BidsTransport.com](mailto:_support@bidstransport.com) support team.
- In 1 hour waiting after flight landed consider as “ **NO SHOW** ” Further waiting will cost by hour basis.

Non Airport Pick Ups.

- The chauffeur must be at the pick up location 30 minutes before the pick up time.
- Customer must be informed immediately if the chauffeur is going to be late.
- Chauffeur to make telephone contact with the customer if other methods of contact are unsuccessful.
- If no contact has been made with the customer 30 minutes after the pick up time, Service Provider must call customer, immediately.
- The car must not be withdrawn without permission from BidTrans.com support team.
- 1 hour waiting after pick up time consider “**NO SHOW** ” further waiting will be cost by hour basis.

SCHEDULE 3B : Customer Service Incidents

Everything possible should be done to prevent service incidents.

Service Incidents / Customer Complaints.

All incidents, whether identified by the BidsTransport.com or reported to BidsTransport.com by the customer must be recorded and resolved with customer, within 24 hours of the incident being identified.

Accidents

In the case of an accident with customer's on board, a phone call must be made to customer, immediately :

Telephone _____

In addition, a written report must be complete and e-mail to customer within 24 hours.

Lost Property

If you find any lost property, please advise property, immediately starting what item(s) has been found, the booking number and customer name :

Telephone _____

SCHEDULE 4A : Reservations, Amendments & Cancellations.

Reservations

- BidsTransport.com will send your reservation by e-mail.
- Regular booking is 6 hours in advance.
- Short notice booking is 4 hours before the service time. Lesser than 2 hours are upon availability.
- Confirmations must be returned within a maximum of 2 hours.
- Chauffeur's detail must be provided at least 1 day in advance of journey for all time bases journeys any airport transfer.
- Urgent bookings can be made via telephoned and require an immediate response.
- Any reservation requests made by the customer direct to the BidsTransport.com must be notified to customer, immediately via the contact details above.

Amendments

- Customer will send BidsTransport.com amendment requests by e-mail.
- BidsTransport.com must confirm that customer have received the cancellations within 2 hours.
- Customers are given a minimum notice period for cancellations, otherwise a cancellation fee applies. The cancellation fee is the full journey charge for an airport transfer, or 3 hours maximum charge for any other journey.
- Cancellation minimum notice period are as follows:
 - * **Airport Pick Up / Drop Offs.**
12 hours before the flight time. Unless the car has already had to be dispatched due to the time required to travel to the pick up location.
 - * **Private Aviation Pick Ups. / Drop Off**
12 hours before the flight time. Unless the car has already had to be dispatched due to the time required to travel to the pick up location.
 - * **Non Airport Pick Up (Bangkok Area)**
12 hours before the flight time. Unless the car has already had to be dispatched due to the time required to travel to the pick up location.
 - *

Non Airport Pick Up (Up Country / Outside Bangkok)

24 hours before the flight time. Unless the car has already had to be dispatched due to the time required to travel to the pick up location.

No Show Case

- Every "NO SHOW " will be inform to customer immediately.
- "NO SHOW REPORT " will be send to customer within 24 hours after the incident for authorise "NO SHOW " applied.

SCHEDULE 4C : Booking Service

We hope that you feel confident to trust BidsTransport.com with your important trip in Thailand.

We will always do every possible to ensure that your customer will receive the highest level of care and attention, wherever in Thailand they are traveling.

Booking General Journeys

To booking a journey with BidsTransport please visit our booking online application by download our service application to your mobile at

_____ or visit our website as
_____ or contact to our Bangkok Operations

Centre as per the below:

Telephone : _____

E-mail : __ support@bidstransport.com _____