



Licensed Travel Agency No. LI 075070056 | Siret: 392 618 237 00011

Our letter to our transport service providers (To ensure our ISO 9001 Quality standards)

Dear Sir/Madam, Dear colleagues,

We have collaborated with your company over several years. As you know, French Riviera International is an agency specialized in VIP services. Our clients are very important and busy individuals, and you, as a professional transportation provider, are equally devoted to providing the best quality of service. Although French Riviera International does its utmost to acquire and retain its clients, often it is you, our providers and partners, who first come into contact with our clients. Hence, you are often our company's image.

That is the reason why we have drawn up a series of rules for transportation service providers who work with French Riviera International. To collaborate with us, we ask you to read this document attentively, to make suggestions if you wish, and to do your utmost to follow these guidelines. This document is part of our ISO 9001 quality standards. Thank you for returning a copy to us signed with your agreement.

Guarantees:

All our transport partners guarantee:

- a) That all drivers have an up to date « Grande Remise » licence for their vehicles, delivered by the Prefecture of Police.
- b) Have the proper, current insurance policy (please send us a copy for our books).
- c) Have a license and authorization from the Prefecture of Police for passenger transport.

Vehicles and drivers:

The cars and buses we order must be:

- New or nearly new, impeccably clean within and without (seats, wheels and windows included),
- have no odor of smoke or other smells,
- the vehicle must be of the category agreed upon with French Riviera International (or, if unavailable, a category that is superior, but never inferior)
- Always have an umbrella and a bottle of water for the clients in the vehicle.

Drivers must

- Present themselves appropriately; being smartly dressed (preferably in uniform or otherwise a smart suit and tie), smiling, respectful, discreet, efficient and helpful
- Never enter into clients' conversations without invitation, or repeat conversations should they be overheard.
- Have a mobile phone that is switched on throughout the service and is equipped for hands free use.
- Refrain from smoking in clients' presence. Putting out a cigarette just as clients arrive is equally unacceptable.
- Prepare the itinerary prior to the service, with maps or GPS if necessary.
- Use pauses to clean and air out the vehicle and to prepare for the next stage of the service
- If clients have any baggage, drivers should carry them without being asked. Clients must not have to request this or carry their bags themselves.

Procedure for confirming the mission and carrying it through

- The transportation provider will provide us with the driver's name and mobile phone numbers on the evening before the service at latest.
- Drivers must arrive at the place for meeting with clients or our guide at least 10 minutes before the agreed-upon time.
- There is no excuse for lateness.
- If an emergency outside the driver's control is likely to result in lateness, the driver must immediately inform French Riviera International, the client and the guide (even outside office hours)
- If the meeting-place is a hotel, the driver should report to the reception desk in person, present himself and give the clients' names.
- The driver must memorize the client's name prior to the service and must be able to pronounce it correctly.

- As soon as he sees the clients arriving, the driver should step out of the vehicle, greet them respectfully and open the door so that they can enter. The clients' first contact should be with a smiling, respectful chauffeur, not a late, breathless driver.
- At the beginning of the service, the driver should introduce himself, giving his name and saying a few words of welcome. He should say he is at the client's service should outline and discuss the mission with the client. If the client requests a change he should try to accommodate him.
- For drivers to wait while clients put their baggage in the trunk is unacceptable. They should assist the client immediately without being asked.
- Should clients not be present at the agreed meeting-place, drivers must not leave the premises, but must immediately contact the person on duty at French Riviera International and await further instructions.
- During the service, if drivers see that keeping to the agreed time schedule is impossible, they must inform the client, and, if possible, French Riviera International, as well, that there is likely to be a delay in the service and additional hours of service may occur. Please note that it is our standard procedure to allow a 15 minute grace period before charging additional hours to the client.
- When clients arrive at an airport, the driver must locate the clients, meeting them with a clear sign; when dropping clients off at an airport the driver should assist the client in finding their terminal and check-in counter.

Flowers

- We offer flowers to certain customers. Therefore, drivers may be asked to purchase them prior to any service and offer them to clients at the reception of their hotel or at the airport. Please retain all receipts as proof of purchase.

After the mission

- At the end of the mission the driver should ask the client to sign a document that notes the time spent and has room for remarks.
- Following each service, please contact French Riviera International to keep us up-to-date as to how the service went (whether the schedule was maintained, whether there were any extra hours, whether clients seemed satisfied, etc.)
- According to your contract with French Riviera International, you remain bound by the rules of discretion and confidentiality. You may not communicate your fees or propose your services to the client directly.
- We regularly ask our clients to comment on our services and we will share these comments with you.
- To improve our services, we arrange regular meetings between our Quality Supervisor and our suppliers.
- Should a client criticize or make a complaint about a service, a meeting is organized to examine the way in which the service took place.
- In the event of any mistakes made by the transportation provider, we expect, at a minimum, that a reduction is made by the provider in proportion to the mistake and to write a letter of apology, which will be forwarded to the client by us.

Service providers' golden rules

- The client is always right
- Our job is to find solutions to problems, not create them.
- We remain smiling, friendly and ready to answer clients' questions
- We do not participate in clients' conversations unless asked ;
- We speak to clients with respect, never « as equals » ;
- There is nothing worse than to be served by someone who is in a bad mood, slow or rude.

French Riviera International :

M. Singh

Director

Signature :

Transport provider

« We agree with this statement of quality and will do our best to respect it. »

Signature of the person in charge