

# AFFILIATE PROGRAM

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## Windy City Limousine - Chicago

2801 S 25<sup>th</sup> Avenue  
Broadview, IL 60155

847-916-9300 / 866-94-WINDY  
[chicagoaffiliate@windycitylimos.com](mailto:chicagoaffiliate@windycitylimos.com)



## Affiliate Program

We are pleased that you would like to use Windy City Limousine for your transportation needs here in Chicago. There is no other company which will treat you and your clients better. Our goal always is to have zero service failures. Our philosophy is to focus on how we can make your experience as seamless as possible. Our highly trained and motivated staff is here to help you succeed.

Windy City Limousine has every type of equipment you may need including sedans, SUVs, limousines, Vans, Mini-Buses, Coaches, and even Party Buses. Most of our vehicles are less than 2 years old.

Windy City Limousine can customize billing for you, return your billing invoice within 24-48 hours, greet a group of 1-5,000, use custom signage, or provide clients with pretty much anything you can think of to make them feel as if they were still at home with you servicing them. Our team is available 24/7 via email, phone, or fax.

Thank you for being a part of the fastest growing limousine company in the world.

Sincerely yours,

George Jacobs  
CEO



## Affiliate Program

### Contact Information:

**Company Name:** Windy City Limousine Company LLC  
**Address:** 2801 S 25<sup>th</sup> Avenue, Broadview, IL 60155  
**Phone:** 1-847-916-9300  
**800 #:** 1-866-94-WINDY (866-949-4639)  
**Fax #:** 1-847-455-2009  
**Email:** [chicagoaffiliate@windycitylimos.com](mailto:chicagoaffiliate@windycitylimos.com)  
**Website:** [www.windycitylimos.com](http://www.windycitylimos.com)  
**Affiliate Manager:** Natasha Anderson / #1-847-916-9300 / [nanderson@windycitylimos.com](mailto:nanderson@windycitylimos.com)

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### Executive Team:

**CEO:** George Jacobs  
**President:** Kathy Kahne  
**Executive Vice President:** Tracy Raimer  
**Director of Operations:** Dave Lahr

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### Dispatch:

**Phone #:** 1-847-916-9300, option 1  
**Dispatch Manager:** Anthony Ugalde  
**Email:** [dispatchteam@windycitylimos.com](mailto:dispatchteam@windycitylimos.com)

#### **Special Instructions:**

If we cannot locate passenger, Windy City Dispatch will call the cell phone and make every attempt to locate your passenger by calling your dispatch before releasing the vehicle: 20min for (domestic & int'l flights) airport pickups, 10min after scheduled pickup time for all other pickups.

If you would like the name & plate # of the chauffeur assigned to your order, please call our dispatchers 1 hour prior to the scheduled pickup time.

If you would like to know if your chauffeur is on location, please call our dispatchers 15 minutes prior to the scheduled pickup.

Our dispatch team is in communication at all times with the chauffeurs

#### **Trip Status:**

Chauffeur on Location, Passenger On-Board, Passenger Dropped Off. Please submit a dispatch email address so that we can activate this feature on your profile.



## Affiliate Program

### Accounting/Billing:

**Phone #:** 1-847-916-9300, option 6  
**Accounting Manager:** Lisa Krall  
**Email:** [accounting@windycitylimos.com](mailto:accounting@windycitylimos.com)

### **Billing:**

We have Credit Card and Direct Bill accounts available. Please contact us about customizing a program to fit your needs.

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### Corporate Groups & Events:

For any corporate groups that involve 6+ vehicles, please send your manifest/bookings with any special instructions and/or group signage to [groups@windycitylimos.com](mailto:groups@windycitylimos.com)

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### Important Information:

**DOT #:** 1474787  
**FEIN Tax ID #:** 20-4352622  
**D&B #:** 624108200  
**SJC #:** 488490  
**Federal Employer ID:** 20 4352622  
**Business License #:** 6577  
**DUNS #:** 624108200  
**JKS Tax ID #:** 302850

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### Insurance:

**Insurance Company:** Valley Insurance Group  
**Coverage on ALL Vehicle Types:** \$2 million on sedans/SUVs; \$5-10 million on larger vehicles

### **Additionally Insured:**

Windy City Limousine can provide you with a certificate of insurance listing your company as additionally insured. Please submit your insurance request to [affiliatewcl@windycitylimos.com](mailto:affiliatewcl@windycitylimos.com) with the full company name and address that you wish to have listed on the certificate.



## Affiliate Program

### **AIRPORTS:**

We service all of the Chicago-land airports including those within the adjacent states of Wisconsin, Indiana, and Michigan. Garage to garage/ travel time may apply to those outside the Chicagoland area. This includes all Private Airports (FBO's). We track all flights with Flight Tracker.

For private flights, please provide the FBO location, Tail #, arrival/departure dates, times, & passenger name(s). The chauffeur will check-in at the front desk of the FBO with the above information, and then will be instructed as to where to stage for the arriving flight.

NOTE: All arrivals into an FBO will be booked as the hourly minimum for the vehicle.

### **Arrival Procedures:**

#### **Curbside/Will Call**

##### **Chicago O'Hare || ORD**

All passengers are to proceed to the baggage claim area located on the lower level. After collecting all checked baggage, please call our toll free number 866-949-4639 and follow the telephone prompts. To expedite the arrival of your vehicle, please locate your exit door and provide the information to our dispatcher. The dispatcher will direct you out the exit doors and provide you with a vehicle number and car description. Once you have your vehicle information, exit out the door and cross over one lane of traffic to the middle aisle, where the vehicle will pick-up. Should passenger be traveling in the same vehicle but arriving on different flights/terminals. Please call dispatcher once all passengers have arrived and collected their luggage. Dispatch will need the terminal number and exit door information for all passengers.

##### ***Exit Doors at O'Hare International Airport***

Terminal 1 (United) 1D / Buses pick-up @ 1G

Terminal 2 (AC, DL) 2C / Buses pick-up @ 2E

Terminal 3 (AA, US, AS, Spirit) 3D / Buses pick-up @ 3G

Terminal 5 (International) 5D / Buses pick-up @ 5E

##### **Chicago Midway || MDW**

All passengers are to proceed to the baggage claim area located on the lower level. After collecting all checked baggage, please call our toll free number 866-949-4639 and follow the telephone prompts. To expedite the arrival of your vehicle, please locate your exit door and provide the information to our dispatcher.

The dispatcher will direct you out the exit doors and provide you with a vehicle number and car description. Once you have your vehicle information, exit out the door and cross over one lane of traffic to the middle aisle, where the vehicle will pick-up.

Should passenger be traveling in the same vehicle but arriving on different flights/terminals. Please call dispatcher once all passengers have arrived and collected their luggage. Dispatch will need the terminal number and exit door information for all passengers.

##### ***Exit Doors at Midway Airport***

Lower Level Door 2 / Buses pick-up @ doors 3 or 4



## Affiliate Program

### Meet & Greet Service:

The City of Chicago prohibits Livery vehicles to wait down in the terminals. All livery vehicles are in a holding lot roughly a ¼ mile outside the Arrival Terminals and Midway is .5 miles outside the Arrival Terminals. Upon leaving the holding lot, the chauffeur will drive the roughly a quarter mile down a road to enter the terminals to a gated booth where they pay their access stamp to enter terminals for commercial livery pickups. The vehicle will arrive in the designated terminal after the passenger has collected their luggage and the greeter calls dispatch for the vehicle. The Greeter will walk the Passenger ('s) to the waiting vehicle located at the second lane on the middle island designated for Livery vehicles. It takes approximately 10-12min to Terminal 1, 13-15min to Terminals 2 & 3. For the Int'l Terminal 5-10min. / MDW 5-10min to the Terminals. These are conservative times with NO traffic or inclement weather.

\*\*Passenger cell phone numbers are required/mandatory for all meet & greet requests.

### ORD (Domestic arrivals):

Once the flight lands, the greeter will text the passenger advising of location. Passenger to proceed to baggage claim level/area (even if there is no checked luggage). Once in the baggage claim area, your greeter will be waiting for you at the bottom of the escalator closest to the gate that you arrived at holding a name sign or logo provided. Should there be no contact via text or at the bottom of the escalator within 10-15 minutes after the flight arrives, the greeter will float between the carousel and the gates in an attempt to make contact.

\*If we cannot locate your passenger, Windy City Dispatch will call the passenger cell phone and your Dispatch office and make every attempt to locate the passenger before releasing the vehicle. Windy City will always represent your company while transporting your guests. Send us any company logo sign you would like utilized by greeters and/or chauffeurs.

### ORD (International arrivals):

Once you clear customs, proceed to exit door 5D (Vestibule 5D-LL). Your greeter will be waiting for you here holding a name sign or logo provided. If there is a crowd of people at the door, the greeter may be standing a few feet away from the crowd in an effort to be more visible.

### MDW:

Upon arrival, proceed down to the baggage claim area (even if there is no checked luggage). Your greeter will be waiting for you at the bottom of the escalator. If there is a crowd near the bottom of the escalator, the greeter may be standing a few feet away in an effort to be more visible.

\*If we cannot locate your passenger, Windy City Dispatch will call the passenger cell phone and your Dispatch office and make every attempt to locate the passenger before releasing the vehicle. Windy City will always represent your company while transporting your guests. Send us any company logo sign you would like utilized by greeters and/or chauffeurs.

### Fees:

\$40.00 per flight met (domestic flights)

\$50.00 per flight met (international flights)

Hourly greeters @ airport: \$40.00 per hour, per greeter (4-hour minimum)



## Affiliate Program

### Additional Staffing Options:

#### **Security Guards:**

As of May 2017, the city of Chicago has put a new ordinance in place. Any vehicle that seats 15 passengers and or more on charter that has alcohol in the vehicle or making multiple stops in the city of Chicago where the passengers have the opportunity to consume alcohol requires a certified security guard to be on the vehicle. Windy City Limousine partners with a security company so that you may book this service at the time of securing your hourly chartered vehicle without the hassle of sourcing one yourself.

\*\*We do have a copy of the ordinance and we can email it to you upon request.

Security guard cost: \$40.00 per hour, 5-hour minimum.

#### **On-Site Coordinators/Dispatchers:**

On-site coordinators will assist with passenger counts, gathering all passengers, and keeping your charters on time.

\$40.00 per hour, per coordinator, 5-hour minimum. (Client incurs all out of pocket expenses)

On-site dispatchers will be in constant communication with all chauffeurs, on-site coordinators, on-site client contacts, and our in-house dispatch.

\$75.00 per hour, per onsite dispatcher, 5-hour minimum.

#### **Tour Guides:**

Windy City Limousine offers a wide array of professional tour guides which can lead your clients on a myriad of tours throughout Chicago. Please contact a Customer Service Representative or our On-Site Events Manager for specific details or to set up your custom tour.

English-speaking tour guide: \$75.00 per hour, 4-hour minimum

Bi-lingual speaking tour guide: \$105.00 per hour, 4-hour minimum



## Affiliate Program

### Chauffeurs:

Windy City Limousine works with both an employee and an IO (independent operator model).

#### Pre-Employment Qualifications Required:

- City of Chicago – Chauffeur License
- CDL License – Class A, B, & C with Passenger and Air-brake endorsements
- Drug & Alcohol Screening
- State & Federal Criminal Background Checks – Clean Court Abstract
- Each chauffeur must pass all of the above, and then pass the 2-week training program prior to continuing employment with Windy City Limousine.

#### Chauffeur Employment Requirements:

- Extensive 2-week Windy City Chauffeur training to include: in-house classroom style training, mapping exercises, driving exercises, written tests on driving and geography testing. All chauffeurs must pass their tests prior to continuing employment.
- Random drug & alcohol screening throughout each calendar year.
- Complete physical with certification (random & annual).
- Secret Service, CIA, Government Chauffeur certified.
- Twice monthly inspections (1 random, 1 scheduled) to inspect: vehicle exterior appearances, vehicle interior appearances, chauffeur appearance and professionalism.

#### Chauffeur Dress-code:

- Sedan/SUV/Limo Chauffeurs: Professional Business Attire to include – black suit, white button down shirt, business tie, black shoes, well groomed & clean shaven.
- Van/Bus Chauffeurs: Black slacks, black shoes, Windy City polo shirt.

#### Chauffeur Technology:

- I-pads and cell phones
- Samsara GPS system monitoring
- Drive-cam
- Zipwhip





## Affiliate Program

### Vehicles & Fleet:

Illinois State Law prohibits smoking in livery vehicles.

All vehicles are non-smoking and have seatbelts.

Windy City Limousine has a late model fleet of vehicles with the average vehicle age being 1-2 years.

<b>Vehicle Type</b>	<b>Capacity</b>	<b>Quantity</b>
Sedan (Continental, Nautilus, XTS)	2 passengers (w/o luggage); 2 passengers (with luggage)	75
Luxury Sedan (Mercedes S Class)	2 passengers (w/o luggage); 2 passengers (with luggage)	6
SUV (Navigators, Escalades, Expeditions, Suburban's)	6 passengers (w/o luggage); 4-5 passengers (with luggage)	70
Stretch Limousine (Lincoln MKT)	8 passengers (w/o luggage); 4-6 passengers (with luggage)	10
Mercedes Executive Style Sprinter Van	14 passengers (w/o luggage); 12 passengers (with luggage)	10
Turtle-top van / Mini-bus	14 passengers (w/o luggage); 12 passengers (with luggage)	14
Mini-bus	23 passengers (w/o luggage); 20 passengers (with luggage)	12
Mini-coach	39 passengers (w/o luggage); 35 passengers (with luggage)	12
Motor-coach	56 passengers (with or w/o luggage); for excessive luggage, consider less passengers	35
*SPECIALTY* Limo Van	12 (no luggage compartment)	1
*SPECIALTY* Executive Limo Bus	20 (no luggage compartment)	1
*SPECIALTY* Limo/Party Bus	25 (no luggage compartment)	2

### Rates / Terms & Conditions:



## Affiliate Program

### **Rates:**

Affiliate Rate Sheet sent as a separate attachment.

### **Authorized Wait:**

Wait time is not charged on airport arrivals. For all other services, we honor a 15-minute grace period after the scheduled pick-up time. After this grace period, we will charge \$15.00 plus gratuity for every 15 minutes (applicable on sedans/SUVs/limousines). On vans/buses, after the grace period, the trip will change to the vehicle's hourly minimum.

If you wish to ensure that we wait for your client far beyond the grace period, please instruct our agents when booking to mark your reservation as: "authorized wait".

### **Extra-Stop:**

Extra stops in sedans/SUVs/limousines that are en-route will be charged an extra stop fee of \$15.00. Only one extra stop per transfer reservation. More than one stop or stops that are deemed NOT en-route, will switch the reservation to the hourly minimum for the vehicle. Extra stops in vans/buses are non-applicable and automatically will be booked as the hourly minimum for the vehicle type.

### **Holiday Charges:**

A \$25.00 holiday surcharge will apply to transfer (arrival/departure transfers included) reservations on the following holidays:

New Years Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

New Years Eve (after 4PM CST)

\*hourly charter reservations are exempt from the holiday surcharge.

### **Major Events:**

Please contact our reservation specialists for information on pricing and policies for concerts, sporting events, and major citywide events. Charter rates may apply.

**No Show / Late Cancellation / Wait Time Policies:**



## Affiliate Program

Any cancellations or changes are to be made in accordance with Windy City Limousine Policy. Failure to advise Windy City Limousine of a change or cancellation will result in a “No Show” charge. It is integral that you communicate the change or cancellation through the same booking source as the reservation was made 24 hours prior to the trip, or via telephone the day of the trip . Failure to change or cancel the reservation will result in a “No Show” charge.

\*If we cannot locate your passenger, Windy City Dispatch will call the passenger cell phone and your Dispatch and make every attempt to make contact before releasing the vehicle, 20min for (domestic & int'l flights) airport pickups. 10min after scheduled pickup time for all other pickups.

Vehicle Type	Cancellation Policy	Change Policy	Minimum Charge for Cancellation/Change Policy
Sedan/SUV	2-hour prior notice for transfers or charters	2-hour prior notice	In full for transfers; 2-hour minimum on charters
Limousine	2-hour prior notice for transfers / 48-hour prior notice on charters	2-hour prior notice	In full for transfers; 3-hour minimum on charters
Sprinter Van / Turtle-Top Van-Mini bus	48-hour prior notice for transfers or charters	48-hour prior notice	In full for transfers; hourly minimum on charters
23 passenger mini bus / 39 passenger mini coach	7 days prior notice for transfers or charters	7-day prior notice	In full for transfers; hourly minimum on charters
56 passenger motor coach	7 days prior notice for transfers or charters	7-day prior notice	In full for transfers; 5-hour minimum on charters
Specialty vehicles (Limo van, executive limo bus, party/limo bus)	7 days prior for transfers or charters	7-day prior notice	In full for transfers; hourly minimum on charters
Hourly Greeter / On-site Coordinator / On-site dispatcher	48-hour prior notice	48-hour prior notice	Hourly minimum
Tour Guide	5-day prior notice	5-day prior notice	Hourly Minimum
Security Guard	5-day prior notice	5-day prior notice	Hourly Minimum



## Affiliate Program

We do require the vehicle to wait one hour after scheduled pick-up time before we declare the order a “No Show”, unless we have been given authorization from your Dispatch to release the vehicle.

- **Non-Airport Pickups:** If no contact with passenger, call Windy City Dispatch after 5-10 minutes of scheduled pickup time
- Call Windy City Dispatch after 30 minutes of no contact at the airport for all domestic flights, then 45 minutes for all international flights

Windy City does not charge for Cancelled or Delayed Flights, provided passenger traveled on flight. If passenger changes flight without notification, charges apply.

### CHANGE/MODIFICATION:

**Charter Service Modification:** Reduction from original amount of hours booked

**Sedan/SUV:** Billed for Customer Time in Vehicle

**All Other Service Types:** Follow Late Cancel Policy

**Charter Service Modification:** Service Extension

**Sedans/SUV/Limos:** More than 15 minutes – additional ½ hour charge

**All Other Service Types:** More than 15 minutes – turns into hourly minimum charge of vehicle

**WAIT TIME:** Applies to straight transfers only

**Sedans/SUVs/Limos Equipment:** 15-minute grace period, then charged \$15.00 plus gratuity per quarter hour

**\*\*References Provided Upon Request\*\***

Thank you for being a part of our affiliate network!

**Windy City Limousine -Worldwide**

WCL Affiliate Team

chicagoaffiliate@windycitylimos.com

Rates and Policy are subject to change without notice.

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