

revotrip

PARTNER CODEX

Revotrip wants to be a quality, long-term and reliable partner to all its Customers and Partners. Doing business on a foundation good behaviour and business ethics. Customer satisfaction is a top priority and is reflected in the references that affect future orders and work for Partners. Revotrip guarantees quality standards to its customers and because the face of the company consists of Partner, is obliged to adhere to all these standards without exception!

As a Revotrip Partner, you have to provide safe, reliable and convenient transportation to your passengers based on the following Revotrip Quality Standards. When you accept a ride for Revotrip, you agree to ensure that your driver will adhere to these standards.

THE REVOTRIP QUALITY STANDARDS



Overall satisfaction

Provide a service that satisfies your customer. Loyal customers recommend our services and create more business.

DRIVER

Driver Licensing

Before you register a new driver, make sure he/she has all licensing as required by the official authorities and regulations in your country.

Correct driver

Send only the driver who is assigned to the specific ride in the system and make sure the driver uses the app.

English language skills

Make sure all drivers speak sufficient English to have a basic conversation with international passengers.

Conversation

Be professional, courteous and positive. Do not force passengers into a conversation and avoid touchy topics.

Discretion

Never share any private passenger information or details on your partnership with Revotrip.

Dress code

Present yourself as professional with followed clothing

Classic drivers may be dressed in casual style:

Black trousers, shirt or polo shirt, sweater, leather shoes.

Business and First class drivers has to dress in a dark suit or coat, button-up shirt, tie and leather shoes.

Accessibility

Please prioritize Revotrip calls or call us back.

When taking calls, every time use a hands-free or pull over.

Reliability

Only accept rides you can perform to 100% certainty. Always consider potential waiting time and all comments! Your app usage is important to manage rides and update passengers. Please see the APP GUIDE for instructions.

VEHICLE

Vehicle licensing

Before you register a new vehicle, make sure it has all licensing as required by the official authorities and regulations in your country and insurance. We accept max. 6 year old classic, or max. 4 year old Business or First class vehicles.

Correct vehicle

Make sure that the car assigned to the ride matches the respective car class and requirements, especially with a vehicle brand and type specified in the note! Upgrades from Business Class to Vans require our approval.

Vehicle condition

Your passengers expect your car to be in excellent condition, clean and not smelling of food or smoke. Do not realize rides with warning indicators on and visibly or audibly damaged vehicle!

Special requirements

Always check that you fulfil special requirements mentioned in the booking comments before accepting a ride (e.g. child seat, roof rack, wheelchair...).

Luggage storage capacity

The luggage compartment should be empty to accommodate the passenger's luggage. Also, pay attention to the oversized baggage (e.g. golf clubs, skis...) in comment and accept only those rides that you are able to realize.

Amenities

On longer rides over 100km provide bottled water, by business and first-class rides on each ride. Other recommended amenities include free wi-fi, English journal, umbrellas, pillows and blankets, etc.

REQUIRED



nonsmoking interior



silent music



bottled water



wifi free



umbrellas for customers

⚠ Safety guidelines

At Revotrip, ensuring the safety of our partners and passengers is essential. Please make sure that all of your drivers are familiar with the following recommendations.

SAFETY FIRST! DO NOT RISKS! DRIVERS SHOULD ALWAYS:

BEFORE THE RIDE

- ✓ Be rested and healthy! If you feel sick, or have some symptoms, ask the replacement driver, who cooperate with Revotrip for help or cancel the ride.
- ✓ Check the vehicle condition before each ride: status of tires, brakes, lights, turn signals, cleanliness of windows and mirrors. Follow the mandatory vehicle maintenance procedures.
- ✓ Allow enough buffer time in your planning to cope with the unexpected and consider severe weather or other warnings (strikes, terror threats, etc.) that may disrupt traffic or cause any risks to the ride.
- ✓ Carry all needed documents with you
DRIVER - eg. ID card, driver license, chauffeur license, required certifications, health insurance card ...
VEHICLE - eg. vehicle registration, vehicle liability insurance, limousine licence, contract with Revotrip...
- ✓ Carry basic emergency equipment: emergency vest for all passengers, first aid kit, triangles, spare tire or repair set, snow chains in winter, etc.
- ✓ Have your mobile phone operative at all times. If you leave the car, take the phone with you. You may need it to contact the authorities (police, firemen) in case of an emergency.
- ✗ Avoid consuming any alcohol or drugs before or during the ride. In the event that we receive a report of the driver being intoxicated, we will immediately end the partnership with no exceptions!

DURIG THE RIDE

- ✓ Make sure that you and all passengers are using seatbelts and always transport children in the regulatory seats or boosters.
- ✓ Adhere to all applicable speed limits and local road traffic regulations.
- ✓ Always drive safely! Never make your and your passenger's life at risk.
- ✓ Always keep your phone in the cradle and only take calls with hands-free mode.
- ✓ Please respect all mandatory breaks and make sure that your schedule allows for enough rest.
- ✗ Don't touch the phone while driving and pull over if necessary.

UNEXPECTED SITUATIONS

In situations where safety cannot be guaranteed, don't realize a ride and contact Revotrip Dispatching to find a solution.

- ✗ If the passenger did not request a baby seat upon booking.
- ✗ If the passenger brings more luggage than allowed for the service class booked.
- ✗ Acute health problems during the ride.

RIDE PROCESS

BEFORE PICK UP

Adjustment to passengers schedule and requirements

For airport pickups, always track the flight and adjust your pickup time accordingly. Respect the required time between landing and pickup.

APP: "On the way"

AT PICK UP

Arrive on time to pickup location

Arrive at least 10 minutes early to the correct location and inform your passenger and us by using your app.

APP: "On the place"

Pickup sign

Use the pickup sign in the booking detail with your passenger's name or information. Display the pickup sign on a minimum 10" tablet.

Greet your passenger, confirm destination

"Welcome to CITY - (if airport pickup), Ms./ Mr. (PASSENGER NAME).

I'm (DRIVER NAME), your Revotrip driver. We are driving to (DESTINATION), is that correct? Please allow me to help you with your luggage."

Assistance

Open the doors and help with any luggage.

THE RIDE

APP: "In progress"

Arrival time

If possible, provide an estimated arrival time.

Radio volume and temperature

Ask your passenger if the temperature is ok and if they prefer music to be turned on or off (adjust to their needs).

Safety first

Drive safely and according to local regulations.

Best route

Take the shortest route. Confirm with the passenger if there will be extra charges for a different route. Know the area but use GPS if appropriate.

AT DESTINATION

APP: "Completed"

Drop off

Drop your passenger off on the appropriate side of the street. Open the doors and help with the luggage.

Farewell

"Thank you, Ms./Mr. (PASSENGER NAME), for riding with Revotrip today. I hope you enjoyed your ride and that we'll see you again in the near future. We'd appreciate your feedback on our service. Have a good day."

Check to

See if your passenger has forgotten any personal belongings and contact us if anything was left behind.

👍 That's it!

NOTICE

All-inclusive price!

All fees, tolls, parking, etc., are included.

Do not ask for any additional payment or tips! Tips are at passenger's will.

The passenger should be informed of additional charging when extra waiting time or mileage.

Do not take cash payment for the ride as Revotrip handles all payments directly!

Thank you for adhering to established standards and wish you many trouble-free kilometers.

Revotrip team