



ADDISON LEE

EXECUTIVE SERVICES



For over 45 years our Executive Services have been refined to deliver a consistently reliable and discreet to those who are looking for the next level of comfort and service.

Our Executive Services are the pinnacle of quality, an unsurpassed chauffeur-driven experience. We understand the importance of reputation and look to power businesses in London and across the globe.

Addison Lee has the reach and scale to deliver world-class travel solutions, capable of meeting the most demanding requirements in key business hubs. So wherever you're doing business, you can be confident that we're up to the task. Our standards of safety and service are without compromise.



EXECUTIVE LONDON



Book via Web, App or Phone
– On-demand or Pre-book



Easy payment methods
– on account or credit card



Email confirmations



24/7-365 support for bookers and travellers



A text message from your chauffeur upon arrival



Inclusive waiting time
– 5 minutes as standard



Inclusive Airport waiting time
(15 minutes for domestic & 30 minutes for international).



Courtesy without compromise: we'll open doors and assist with luggage.



The **flexibility to arrange & accommodate** additional pick-ups and drop-offs



Complimentary 4G Wi-Fi and phone chargers



100% Carbon neutral journeys

MEET YOUR CHAUFFEUR



Professional and immaculately presented chauffeur – dark suit and Addison Lee tie



Minimum of 5 years experience as a private hire / taxi driver



Trained in Addison Lee's driver school



Passionate about customer service

UPGRADE

Upgrade to S-Class with our First service and benefit from all the E-Class features plus:

**Pre-bookings only*

All First/First+ prestige chauffeurs have advanced levels of driving skill and environmental awareness. They go above and beyond, with exceptional attention to customer requirements.

MORE THAN 2 PASSENGERS?

We've got you covered.....

For up to 6 passengers book our Executive+ Service

**Pre-booked service only*

FIND OUT MORE



EXECUTIVE PARTNERS

We partner with the world's leading Executive car providers to extend the Addison Lee experience to passengers with requirements outside of London.

Book all service requirements through Addison Lee – use our online multi-leg functionality to capture an entire itinerary on one page



Available in 600 cities across the globe, and on app and web in over 100 countries



24/7 support for more complex bookings. Our 24-7/365 UK contact centre agents are trained to provide assistance wherever you are travelling

MEET YOUR CHAUFFEUR



Professional and immaculately presented chauffeur



All Executive chauffeurs are **fluent in the local language** and have competency in spoken English



EXECUTIVE

Up to 2 passengers, 2 bags
Your Executive vehicle – a Mercedes E Class or equivalent



EXECUTIVE +

Up to 6 passengers, 4 bags
Your Executive+ vehicle – a Mercedes V Class or equivalent



NATIONAL & GLOBAL SERVICES



Local variances such as a, Buick GL8, Toyota Innova or Chevrolet Suburban apply in certain locations (particularly Asia-Pacific & US)

VEHICLE TYPES



Our Executive service features **prestige and highly specified** unlicensed cars or people carrier/MPV

GOING THE EXTRA MILE



Active flight monitoring for Airport Transfer pick-ups: we'll adjust pick-up times for flight delays or early arrivals automatically



Chauffeur contact details provided up to 10 minutes before pick-up (subject to location)



'Snooze' your journey: delay your pick-up directly from the app if a meeting is running on and you need a little more time.

THE BOOKER'S BEST FRIEND



Pre-book reservations worldwide, plus on-demand availability in London



Chauffeur and vehicle tracking via the app



Total flexibility: book via web, app or email, with booking confirmations sent direct to the passenger. Allow passengers to self-serve any amendments via the app

A BETTER BACK OFFICE

- ✓ While your employees travel the world, what about the home team? Nobody works harder than Addison Lee to cut the admin and make compliance easy
- ✓ Access journeys and invoices via our self-serve online portal (with multiple admin levels)
- ✓ Reporting which supports VAT reclaim and identifying tax allowances (e.g. out-of-hours employee bookings)
- ✓ Categorise each booking (cost codes, reasons for travel etc.) to make reconciliation simple