

Company Overview

Since its inception in 2001, Destination MCO (DMCO) has established its expertise in transportation and logistics management as a local leader and an industry pioneer in technology adoption and service excellence. We, at Destination MCO, take great pride in knowing that our clients have come to expect nothing short of excellence from us. It simply means that we have succeeded at earning the trust of some of the world's most demanding business travelers, hotel executives, meeting planners, travel agents, and affiliate partners around the world.

The affiliate partnership model is built almost entirely on the concepts of due-diligence and trust. So, as you consider doing business with Destination MCO, we would like to share our guiding principles with you to ensure that our business values match yours – thereby creating a mutually-beneficial relationship:

DMCO Vision

To be the finest choice in chauffeured transportation logistics; serving the most discerning clients wherever their travels may take them.

DMCO Core Values

Destination MCO...

The sum of many good people who value *quality, hard work, and integrity*...

Connected through *an obsession for service* and a constant *pursuit of excellence*...

Committed to doing the right thing by our people, our clients, and our community...

Accountable for the trust we are granted, **we take our work a bit more seriously** than everyone else.

Company Facts

Awards

- ❖ **2015 Midsize Operator of the Year** by *LCT Magazine*
- ❖ **No. 3035 on INC 5000 List** of Fastest Growing Private Companies in the U.S. by *INC. Magazine*
- ❖ **One of Florida's 50 Companies to Watch** in 2015 by *GrowFL*.
- ❖ **2014, 2013 & 2012 Operator of the Year Finalist** by *LCT Magazine*.
- ❖ **2011 Operator of the Year Finalist** by *Limo Digest*.

Key Facts

- ❖ DMCO was founded in 2001 by Nour Elotmani.
- ❖ DMCO is the preferred Orlando affiliate partner for over 175 limo companies, including the largest networks. (Boston Coach, Empire CLS, Commonwealth, Music Express...etc.)
- ❖ DMCO's affiliate business is 90% inbound-based. (Orlando is primarily a destination city)
- ❖ DMCO operates the chauffeur-as-employee business model. (One of very few in FL!)
- ❖ DMCO maintains a \$5 mil. Liability coverage on its entire fleet.
- ❖ DMCO maintains a dedicated Meetings & Events department → 50+% of DMCO workflow is Meetings & Events related services.
- ❖ DMCO is permitted at MCO, SFB, ISM, MLB, and all Central Florida FBOs and cruise ports.
- ❖ # of Office Employees: 30
- ❖ # of fleet vehicles: 70
- ❖ DMCO has grown by an average of 30% annually since its inception.
- ❖ DMCO maintained a 98.81% incident-free rate over the last 3 years.

Document Checklist

<p style="text-align: center;">Inbound Only (farm-out services to DMCO)</p>	<p style="text-align: center;">Outbound Only (farm-in services from DMCO)</p>
<p>Affiliate Partner General Information Sheet CC Authorization Form</p>	<p>Affiliate Partner General Information Sheet Outbound Partner Information Sheet Service Level Agreement Affiliate Partnership Confidentiality Agreement Certificate of Insurance W9 All-inclusive Rate Sheet</p>

Destination MCO General Information

Contact information:

Main #: 407.422.2522

Toll Free #: 866.271.6176

Affiliate Manager:

Sami.Elotmani@DestinationMCO.com

Phone #:

407-422-2522 Ext. #112

Dispatch Email:

Reservations@DestinationMCO.com

Phone #:

407-422-2522 Ext. #2

Manager:

Sean Gara

Dispatch Manager:

Sean.Gara@DestinationMCO.com

Reservations Email:

Reservations@DestinationMCO.com

Phone #:

407-422-2522 Ext. #3

Manager:

Dana Cross

Email:

Dana.Cross@DestinationMCO.com

Accounting Email:

Accounting@DestinationMCO.com

Phone #:

407-422-2522 Ext. #6

Manager:

Simo Elotmani

Email:

Simo.Elotmani@DestinationMCO.com

Meetings & Events Email:

Events@DestinationMCO.com

Phone #:

407-422-2522 Ext. #4

Manager:

Alice Klinger

Email:

Alice.Klinger@DestinationMCO.com

Affiliate Partner General Information

Company Information

Company Name:

DBA:

Federal Tax ID:

Main phone #:

Main Email:

Website:

Street Address:

City:

State:

Postal Code:

Country:

Number of years in Business:

Member of the National Limousine Association:

Yes No

Leadership Team Contact Information

Company CEO:

Email:

Phone #:

Affiliate Manager:

Email:

Phone #:

Accounting/Billing Manager:

Email:

Phone #:

Dispatch Manager:

Email:

Phone #:

Detailed Contact Information

Dispatch Phone #:

Email:

Reservations Phone #:

Email:

Billing Phone #:

Email:

Emergency Phone #:

Email:

Outbound Partner Information Sheet

General Info

What Reservations software do you use?

Reservation/Confirmation Preference: Email Affiliate Connect Livery to Livery
(Services must be confirmed within 1 hour of receiving the service request from us)

Do you offer baggage claim Meet & Greet Service? No Yes (service fee is \$)

What service do you use to track arriving flights?

24-hour Reservations department: Yes No (After-hours phone #:)

24-hour Dispatch department: Yes No (After-hours phone #:)

Do you use tablets for electronic signage? Yes No

Do you provide bottled water for clients? Yes No

Are your vehicles equipped with GPS? Yes No

Does your GPS track speed of vehicle? Yes No

Are your vehicles equipped with WiFi? Yes No

Chauffeur Info

How do you classify your chauffeurs? Employees Contractors Owner-Operators

Do you conduct driving record checks? No Yes Yes (pre & during employment)

Do you conduct background checks? No Yes Yes (pre & during employment)

Do you conduct Drug & Alcohol screening? No Yes Yes (pre & during employment)

Do you conduct defensive-driving training? No Yes Yes (pre & during employment)

Please describe your chauffeur dress code:

Insurance Information

All DMCO Affiliates are required to provide a Certificate of Insurance naming Destination MCO as “additional incurred”:

Name of Carrier:

Policy #:

General Liability Limit:

Expiration Date:

Automobile Liability Limit:

Expiration Date:

Airport Procedures:

Please list all airports that you serve, including major FBOs:

Airport Code	Airport Name	Meet & Greet Options

Service Level Agreement

Service Delivery

- ❖ Affiliate's dispatch department must be accessible by phone 24/7/365.
- ❖ All vehicles used by affiliate to service DMCO's clients must be black in color (except for Minis or Motor coaches), 3 years or younger and in good working condition.
- ❖ Affiliate vehicles must be on location 15-minutes prior to scheduled pickup time. Affiliate dispatch is required to contact DMCO once the guests are en route. If no contact has been made with guests, Affiliates are required to call Destination MCO no later than 10 minutes after the scheduled pickup time.
- ❖ DMCO allows a 15-minute grace period for clients at no additional charge for all non-airport pickups. Once the grace period expires, wait time is billable in 15-min increments.
- ❖ Affiliate is responsible for tracking flight changes to ensure on time performance by chauffeur. Delayed, diverted, or cancelled flights are not billable.
- ❖ Affiliate must contact Destination MCO if no contact was made 30 minutes after the actual arrival time of a domestic flight and 60 minutes for all int'l flights.
- ❖ All vehicle upgrades/substitution must be approved by Destination MCO regardless of whether they were initiated by the DMCO clients or the affiliate. All service changes and/or extensions must be reported to Destination MCO dispatch immediately for approval, unless other notated on the service request.
- ❖ Affiliates are prohibited from farming out any DMCO service without prior authorization from DMCO.
- ❖ All chauffeurs servicing DMCO's clients must be professional, reliable, and follow safe driving procedures.
- ❖ Affiliate chauffeurs are required to use Destination MCO signage, preferably electronic, for all services unless otherwise notated on the service order.
- ❖ Affiliate chauffeurs are responsible for checking their vehicle after every trip. If an item is left behind, affiliate is responsible for returning the item(s) to the passenger at no extra charge, even if it requires that the item is sent by mail.
- ❖ Affiliate chauffeurs are expected to assist clients with luggage, open doors, and demonstrate a helpful and courteous attitude at all time.
- ❖ All vehicles must be stocked with complimentary bottled water.

Billing & Payment Policy

- ❖ All invoices must be received no later than 48 hours after performing the services. Destination MCO reserves the right to finalize a service at the initial agreed-upon rate on the original service order if an invoice is not received on time.
- ❖ All invoices must include the following:
 - Affiliate Invoice #
 - Destination MCO Reservation #
 - Breakdown of charges
 - Exact times of Passenger In vehicle (51), Passenger Dropped (52).
- ❖ Destination MCO reserves the right withhold part or all of the payment on services that may have resulted in less-than-satisfactory service delivery. This includes:
 - Affiliate vehicle is on location after scheduled pickup time (or flight’s actual arrival time).
 - Chauffeur is unable to locate a stop or drop-off location resulting in a longer trip.
 - Any reasonable complaint received from DMCO client resulting in DMCO waiving payment or issuing a discount for service in question.
- ❖ All invoices and/or payment inquiries must be directed to Destination MCO and emailed to Accounting@DestinationMCO.com.

Fleet Information

Vehicle Type	Make/Model	Color	Year	Capacity	Quantity

General Clauses

This Affiliate Agreement (“Agreement”) is by and between Destination MCO, a Florida corporation with offices at 10311 Orangewood Blvd. Orlando FL 32821 (Destination MCO) and _____, with offices at _____ (“Affiliate”), as of _____ (“Effective Date”). Destination MCO and Affiliate are each a “Party” and collectively are the “Parties.” In consideration of mutual promises herein contained, Destination MCO and Affiliate agree as follows:

❖ SERVICES:

Affiliate shall provide high quality, professional chauffeured transportation services (“Services”) consistent with the needs and standards of Destination MCO as expressed under section “Service Levels”, and in accordance with the provisions of this Agreement and the Affiliate Partnership Confidentiality Agreement.

❖ TERM AND TERMINATION:

This Agreement shall become operative and effective on the Effective Date and shall continue for one (1) year (“Initial Term”) or until terminated under the terms provided herein. Thereafter, this Agreement shall remain in full force and effect from month to month until terminated by either party by giving the other party at least thirty (30) days prior written notice of termination, however, during such notice period, Destination MCO shall remain responsible for charges incurred for Services provided through the notice period and Affiliate shall continue to provide Services during said notice period. During the Initial Term, either Party may terminate this Agreement upon a material breach by the other Party, provided that the party claiming a breach shall give written notice to the other party of the material breach and an opportunity to cure. If and only if a material breach is not cured within thirty (30) days of written notice, the Agreement shall terminate. Either party may terminate this Agreement upon five (5) days’ notice if the other party becomes bankrupt or commits an act of bankruptcy.

❖ RELATIONSHIP BETWEEN PARTIES:

Affiliate will perform all Services as an independent contractor. Neither this Agreement nor Affiliate’s performance of Services shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between Destination MCO and Affiliate; and neither Party will have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of the other Party. Destination MCO shall not be obligated to utilize Affiliate for any of its transportation services needs, and shall be free in its sole discretion to order the same or similar services from any other transportation services provider.

Certification Statement

I certify that all information provided in this application and all supporting documents are accurate to the best of my knowledge. I understand that any false information, omissions, or misrepresentation of facts in this application will result in termination of said affiliate partnership status with Destination MCO (DMCO). This certification statement shall be valid for the term of the partnership, and an electronic copy of this application shall be deemed as original.

Signature:

Printed Name:

Title:

Date:

Application Submission

All completed applications should be directed to Sami Elotmani, Director of Global Partnerships at DMCO, via email at Sami.Elotmani@DestinationMCO.com.

If you would like to learn more about Destination MCO, please visit the company's website at www.DestinationMCO.com.

Affiliate Partnership Confidentiality Agreement

This Affiliate Partner Confidentiality Agreement (the “Agreement”) is made between (“Affiliate”) and Destination MCO Inc (“Destination MCO”), on 20 .

Affiliate agrees to perform services for Destination MCO, which may require Destination MCO to disclose confidential and proprietary information (“Confidential Information”) to Affiliate. Confidential Information is any information of any kind, nature, or description concerning any matters affecting or relating to Affiliate’s services for Destination MCO, the business or operations of Destination MCO, and/or the products, client lists, pricing, services, contracts, plans, processes, or other data of Destination MCO. Accordingly, to protect Destination MCO and the Confidential Information that will be disclosed to Affiliate, Affiliate agrees as follows:

- ❖ Affiliate will hold the Confidential Information received from Destination MCO and its clients in strict confidence and shall exercise a reasonable degree of care to prevent disclosure to others.
- ❖ Affiliate will not disclose or divulge either directly or indirectly the Confidential Information to others unless first authorized to do so in writing by Destination MCO.
- ❖ Affiliate will not reproduce the Confidential Information nor use this information commercially or for any purpose other than the performance of its duties for Destination MCO.
- ❖ Affiliate will, upon the request or upon the termination of its relationship with Destination MCO, deliver to Destination MCO all Confidential Information (regardless of the media in which it is stored), and all copies thereof, together with all equipment and materials received from Destination MCO or originating from the Affiliate’s activities for Destination MCO.
- ❖ Destination MCO shall have the sole right to determine the treatment of any information that is received from Affiliate, including the right to keep the same as a trade secret, to use and disclose the same without prior patent, trademark or applications, to file copyright, trademark, or other intellectual property registrations in its own name.
- ❖ This agreement is intended by the parties hereto to be the final expression of their agreement with respect to the subject matter hereof and is the complete and exclusive statement of the terms thereof, notwithstanding any representations, statements, or agreements to the contrary heretofore made.
- ❖ A waiver by any party hereto of a breach hereof shall not be deemed to be a waiver of any subsequent breach, whether similar or not. The invalidity of unenforceability of any provision hereof shall in no way affect the validity of enforceability of any other provision hereof.

- ❖ If a judicial determination is made that any term or provision herein constitutes an unreasonable or otherwise unenforceable restriction against Affiliate, such term or provision shall be enforceable to the maximum extent under applicable law, and the offensive terms or provisions shall be rendered void only to the extent that such judicial determination finds such term or provisions to be unreasonable or otherwise unenforceable.
- ❖ This agreement may be modified only by a written instrument signed by each of the parties hereto.

Certification Statement

Signing of the below signifies that the Affiliate agrees to the terms and conditions of the Affiliate Partner Confidentiality Agreement stated above.

Affiliate Partner Company Name:

Print Name:

Title:

Affiliate Signature:

Date:

Credit Card Authorization Form

1	In lieu on my credit card imprint, I _____ (Card holder's name)		
	On behalf of _____ (Company, Group, or Passenger Name)		
2	Card Number: _____ Account Number	Expiration Date: _____ MM/YYYY	
	Card Holder's Name: _____ Name on Card	Security Code: _____ 3 or 4 Digit Code	
	Billing Name: _____ Address Line 1	Phone Number: _____	
	_____ City, State, Zip Code	Fax Number: _____	
	Please print the names of any additional personnel authorized to charge services on this card:		
	Comments:		
3	<p>PLACE YOUR ID HERE (Please scan in color)</p>	<p>PLACE YOUR CREDIT CARD HERE (Please scan in color)</p>	
4	<p>By signing below I am providing Destination MCO Worldwide Chauffeured Services my "Signature on File" for the specified credit card. I authorize Destination MCO to charge this card account for any said services, including but not limited to, all reservations, services, late fees, overtime fees, cleaning or damage fees, or any additions or modification initiated in person, via phone, fax, email or website without signing a credit card voucher; and guarantee full payment for all said services. I have read and agree to Destination MCO Terms and Conditions and cancellation guidelines as shown on my individual reservation confirmation form. This authorization is valid until Destination MCO receives written notice from card holder to discontinue authorization for any future transactions to above said credit card or until card expires. Cancellation of authorization does not waive any transaction posted prior to the date of cancellation for any fees pertaining to services rendered or services yet to be rendered. I authorize Destination MCO to verify the above mentioned information and agree to hold Destination MCO harmless of all disputes with the credit card company issuing the aforementioned card.</p>		
	_____ Cardholder's Signature	_____ PRINT Card Holder's Name	_____ Date-MM/DD/YYYY