



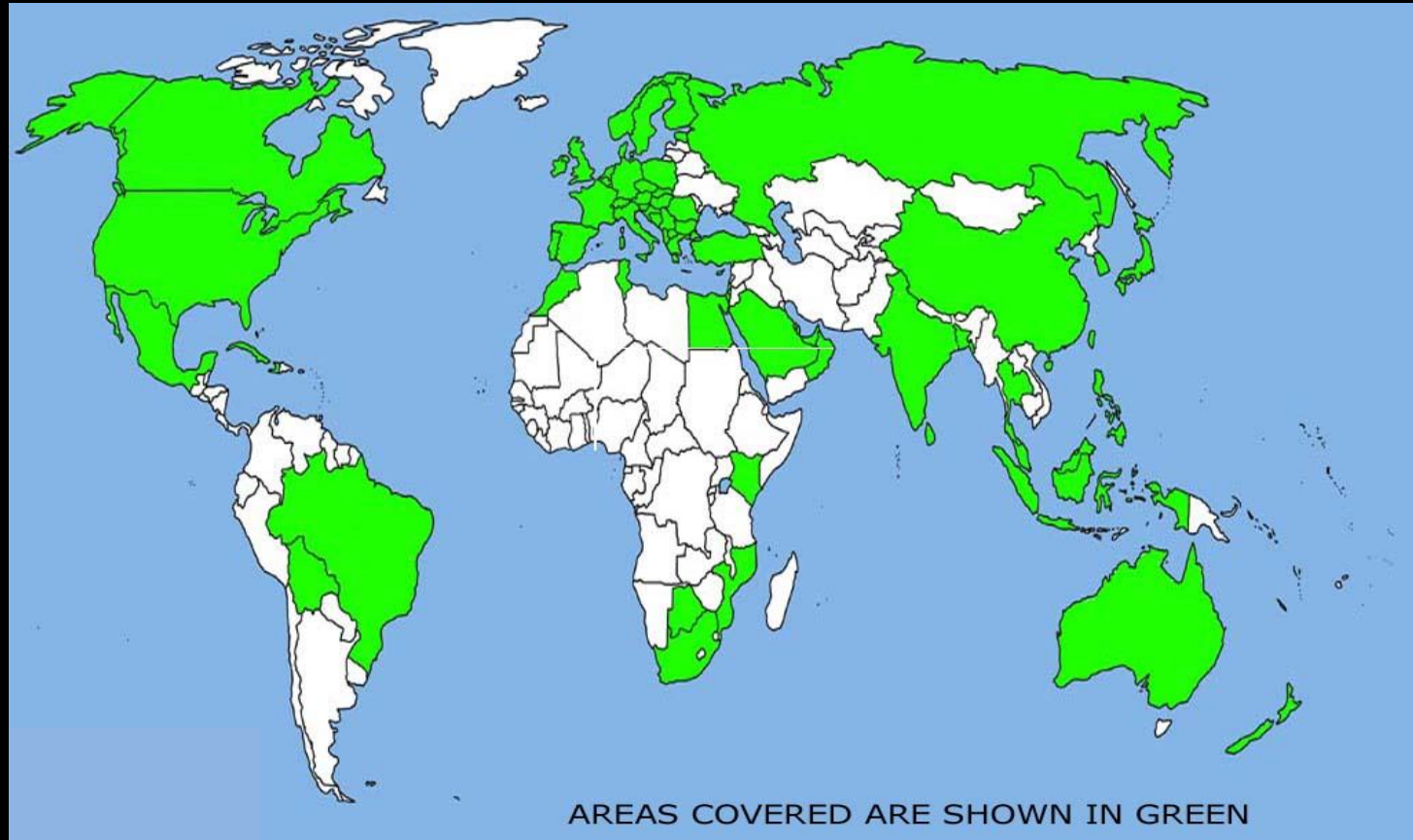
GLOBAL GROUND TRANSPORT SERVICES

www.magellanglobal.com

Introduction

1. Service Model
2. Service Offering
3. Vehicle Types
4. Online Travel Management Platform
5. Global Coverage
6. Contact

Global Coverage



Service Model

Magellan Global offers you the ability to secure customer loyalty and generate traffic and additional revenue by enabling you to offer your passengers convenient and comfortable end to end journeys

We can provide you with access to our premium quality service in over 70 countries worldwide



Value Proposition

The client gets flat rate transfers in all locations which includes:

- Standard Meet & Greet service
- Known cost at the time of booking
- Gratuities and service charges included in the initial quote
- A service specifically tailored to their needs

Service Offering

- Pre-booked and prepaid flat-rate airport transfers so there is no need to pay the driver
- Transfers to and from rail stations and cruise terminals
- Point-to-point journeys
- Optional assistance services at airports
- Customisable special requirements
- Integrated secure online booking and payment
- 24/7 multilingual customer support centre
- Management information reporting

Meet & Assist – Fast Track Arrival

- Passenger service staff greets passenger with a name board at gate
- Provides in-terminal transfer by buggy if required
- Assists with visa-on-arrival if required
- Arranges fast track immigration
- Assists with identifying luggage and customs clearance
- Arranges porter if required
- Accompanies passenger to car

* Services not available at all airports

Meet & Assist – Long Haul Arrival

- Passenger service staff greets passenger at customs exit with name board
- Arranges porter if required
- Escorts passenger to airport hotel*
- Remains on call until passenger has freshened up
- Accompanies passenger to car

* For stay of up to 2 hours as per arrangement with hotel partner

Meet & Assist – Fast Track Departure

- Passenger service staff checks estimated airport arrival time with driver
- Waits at specified meeting point
- Greets passenger with name board
- Arranges porter if required
- Accompanies passenger to priority check-in or bag drop
- Arranges priority handling through security checks
- Arranges fast track immigration
- Escorts passenger to lounge
- Remains on call until passenger boards

* Service not available at all airports

Passenger Profiling

Name
Company
Position in company
Contact details
Credit card
Office address
PA

Languages spoken
No driver conversation
Preferred supplier
Preferred driver
Preferred & disliked vehicle type
Newspaper language at home and abroad

Normal class of ticket
Preferred advance check-in time
Loyalty scheme
Preferred hotel chain
Maximum cost per journey
Cost over-ride code
Preferred airline

Special requirements
Refreshments
Visually impaired
Deaf
Wheelchair
Require assistance
etc

Special Requirements

Up to twenty different special requirements tailored to your requirements

- Assistance for passengers with reduced mobility
- Assistance for the visually impaired
- Wait and return
- Female driver*
- Child seat*

* Subject to availability

Full MI Reporting

- Journey details including pick-up, drop-off, mileage, customer's special instructions, vehicle type requested, lead passenger name, order number and cost
- Account overview including total mileage for period, number of jobs booked, amended and cancelled, average cost and length of journeys
- Spend by cost centre
- Carbon usage data (CO², NO_x and particulates)

Vehicle Types – Private Sedan

- Mercedes-Benz E-Class saloon (or similar vehicle)
- Mercedes-Benz S-Class saloon (optional)
- Not older than 3 years
- Air conditioned
- English speaking driver
- 1-3 passengers
- Up to 3 suitcases



Vehicle Types – Deluxe Minivan

- Mercedes-Benz Viano minivan (or similar vehicle)
- Not older than 5 years
- Air conditioned
- English speaking driver
- 1-5 passengers
- Up to 5 suitcases



Online Travel Management Platform

- Online real-time access
- Flexible booking rules
- Able to “white label” the whole booking system and order confirmation slips
- Offline bookings by telephone, fax and email
- Based on Microsoft technology
- SAP and Oracle integration

Powered by The logo for einx, featuring the word "einx" in a red, lowercase, sans-serif font, with a stylized red and white graphic above the text.

www.magellanglobal.com

Online Travel Management Platform

Admin: SIMON HIRST
16-Jun-2011 | 2:49:57 PM
Logout

magellanglobal

- [Create new job](#)
- [Saved jobs](#)
- [Memos](#)
- [Invoices](#)
- [Account Status](#)
- [Calendar](#)
- [Complaints](#)
- [Contact](#)
- [Home](#)
- [Add User](#)
- [Help](#)

Quick Search

Job No.

Pickup Town

Search

Date (dd/mm/yyyy)

Search

Client Account

Client: TAXIBANK

Ordered by:

Contact no.:

Cost Centre:

Customer Ref/Job No.:

Journey details

To From Saved journeys

Date & Time:

Country: --select--

Town:


Airport:

Terminal:

Special requirements

Special instructions

TO PAY BY CREDIT CARD
CLICK HERE



Passengers

No. of Pass.: <Select>

Lead name:

Tel no.:

Passenger 1:

Tel no.:

Passenger 2:

Tel no.:

Passenger 3:

Tel no.:

Flight Details

Ticket Class:

Airline:

Flight No.:

Destination

As Directed:

Arrival time:

Building No.:

Street:

Town:

Postcode:

Save as favourite journey

Preferred confirmation

Fax No.

Tel.No.

Email

Special requirements

Special instructions

- Meet And Greet
- Wheelchair
- Wait And Return
- Extra Luggage
- Guide Dog
- Electric Wheelchair
- Assistance Required
- Visually Impaired
- Deaf Passenger
- Child Seat
- Car Share
- Parking Fee
- Waiting Time
- Registered Credit Card
- Register New Credit Card
- Tunnel Charge
- VIP Fast Track
- Full Day

Net total: 0.00

Tax: 0.00

Grand total: 0.00

Job Confirmation

[CANCEL](#)

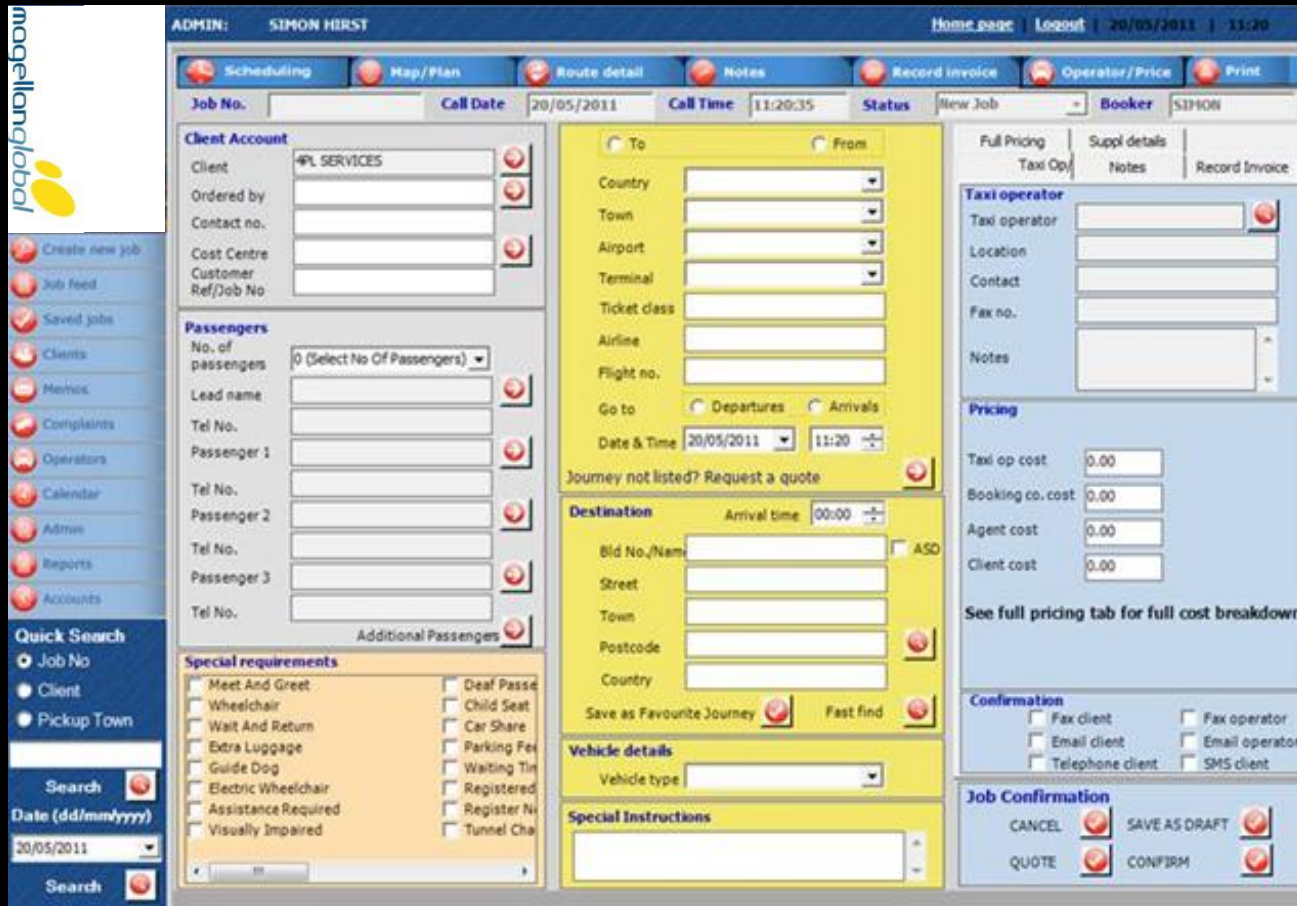
[CONFIRM](#)

[SAVE](#)

[SCHEDULING](#)

[EXIT](#)

Online Travel Management Platform



ADMIN: SIMON HERST Home page Logout | 20/05/2011 | 11:20

Scheduling Map/Plan Route detail Notes Record invoice Operator/Price Print

Job No. Call Date 20/05/2011 Call Time 11:20:35 Status New Job Booker SIMON

Client Account

Client:

Ordered by:

Contact no.:

Cost Centre:

Customer Ref/Job No:

Passengers

No. of passengers: 0 (Select No Of Passengers)

Lead name:

Tel No.:

Passenger 1:

Tel No.:

Passenger 2:

Tel No.:

Passenger 3:

Tel No.:

Additional Passengers:

Special requirements

Meet And Greet Deaf Passer

Wheelchair Child Seat

Wait And Return Car Share

Extra Luggage Parking Fee

Guide Dog Waiting Time

Electric Wheelchair Registered

Assistance Required Register No

Visually Impaired Tunnel Charge

Origin

To: From:

Country:

Town:

Airport:

Terminal:

Ticket class:

Airline:

Flight no.:

Go to: Departures Arrivals

Date & Time: 20/05/2011 11:20

Journey not listed? Request a quote

Destination

Arrival time: 00:00

Bid No./Name: ASD

Street:

Town:

Postcode:

Country:

Save as Favourite Journey Fast find

Vehicle details

Vehicle type:

Special Instructions

Full Pricing | Suppl details | Record Invoice

Taxi Op | Notes | Record Invoice

Taxi operator

Taxi operator:

Location:

Contact:

Fax no.:

Notes:

Pricing

Taxi op cost:

Booking co. cost:

Agent cost:

Client cost:

See full pricing tab for full cost breakdown

Confirmation

Fax client Fax operator

Email client Email operator

Telephone client SMS client

Job Confirmation

CANCEL SAVE AS DRAFT

QUOTE CONFIRM

Reservation Processing

Client makes a reservation...
...online, by telephone, fax,
smartphone or email



Magellan Global confirms reservation with operator...
...client receives confirmation



Operator completes journey...
...and bills Magellan Global,
including details of amendments (if any)



Magellan Global pays operator...
...and produces consolidated invoice of
journeys of client



Miscellaneous Information

- ISO 9001 Quality Management System
- ISO 14001 Environmental Management System
- BS 25999 Disaster Recovery and Contingency
- Data Protection Acts compliance
- Operator quality monitoring scheme
- UK Government Disability Awareness Award
- Member of the “Safe Contractor” scheme
- GBP 5 million insurance cover

TMC Offering

- Internet booking system
- No use = no cost
- Full management reporting
- Commission of up to 10% for TMC
- 24/7 call center for live assistance
- Extra services to sell
- Easy to book
- Easy to change

Contact

Magellan Global Limited
Airport Business Centre
Estover, Plymouth, PL6 7PP
United Kingdom
Tel: +44 (0)1752 581 466

Simon Hirst
Chief Executive Officer
Email: simon.hirst@magellanglobal.com
Mobile: +44 (0)7715 63 93 75

Oscar Huls
Chief Operations Officer
Email: oscar.huls@magellanglobal.com
Mobile: +31 (0)648 25 78 16