



Andrews Taxis Ltd  
Basic  
**Service Level Agreement (SLA)**

**Effective Date: 9 May 2010**

<b>Document Owner:</b>	Andrews Taxis Ltd
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<b>Date</b>	<b>Description</b>	<b>Author</b>
9 May 2011	Service Level Agreement	Liza Croft

## 1. Agreement Overview

This Agreement represents a basic Service Level Agreement (“SLA” or “Agreement”) between Andrews Taxis Ltd and their Customers for Taxi services.

This Agreement remains valid until superseded by a revised agreement.

This Agreement outlines all Taxi services covered by Andrews Taxis Ltd.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide a consistent Taxi Service to our Customer(s).

The **goal** of this Agreement is to obtain mutual agreement for Taxi services between Andrews Taxis Ltd and their Customer(s).

## 3. Service Agreement

The following services are the responsibility of Andrews Taxis Ltd in the ongoing support of this Agreement.

### 3.1 Service Scope

The following Services are covered by this Agreement;

- 24 hours a day, 7 days a week, 365 days per year manned Call Centre
- Account & Non Account Services
- Clean Vehicles.
- All journeys are recorded on account and invoiced to our customers on a single documented monthly invoice. This invoice provides a detailed job by job analysis of each journey and destination.
- Account Customers are provided with a telephone number which will be answered as a priority. The priority extends to the fully automated booking system which will recognize the fact that it’s an important customer and will automatically be given priority in busy periods.
- All account customers will have access to our Sales Representative who will contact you periodically to check a customer is receiving the desired levels of service.

### **3.2 Customer Requirements**

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment within 14 days of invoice date.
- Clear and precise details when booking a taxi(s).
- Cancellation of taxi bookings prior to time of booking.
- It is the responsibility of the customer or passengers to ensure that valuable or unusual items are covered by the appropriate insurance.

### **3.3 Other**

- No credit bookings will be accepted by Andrews Taxis Ltd unless the correct authority details are quoted by the person ordering the taxi.
- Andrews Taxis are entitled to assume that any person quoting the correct authority details are authorised to make bookings on behalf of the customer. The customer is solely responsible for safeguarding their password and shall be liable for the cost of all bookings by any such person whether or not in fact authorized to do so.
- Andrews Taxis Ltd may in its absolute discretion without liability and without reasons refuse to accept any booking.
- In the event of cancellation by the client or passengers, the customer is liable for all costs incurred from the time when a taxicab is assigned to the booking until cancellation.
- Telephone calls may be monitored or recorded for training or quality purposes.
- Quoted pick-up of journey times are at best estimates only, whilst every reasonable effort is made to convey passengers to their destinations in the shortest possible time, Andrews Taxis Ltd will have no liability if a journey time or pick-up exceeds an estimate given or the client's expectations.