

# *Executive Card Program*



INDIANAPOLIS, INDIANA  
4501 W. 99<sup>TH</sup> ST  
CARMEL, IN 46032

CHAMPAIGN, ILLINOIS  
108 S. NEIL ST  
CHAMPAIGN, IL 61821

[WWW.RIDERCS.COM](http://WWW.RIDERCS.COM) • 1-855-557-1959

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# About Us

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RCS was founded in January of 2016 by industry veteran of 10 years that wanted to provide a premium experience at competitive pricing. With operations in Indianapolis, Indiana and Champaign, Illinois, RCS provides the highest level of customer service while meeting your needs with safe and dependable luxury transportation. RCS is committed to providing premium quality transportation by investing in the quality of our fleet and selecting the best drivers.

With over 25 years of experience, RCS chauffeurs have been educated and trained on delivering safe and reliable transportation for our clients. Using principles from the Smith System, RCS drivers are able to make the best and safest decisions when behind the wheel. Our drivers are properly licensed, drug screened, and routinely evaluated.

The RCS team takes great pride in maintaining a new and reliable fleet. Following Federal regulations, our Sprinters, Mini-Bus, and Executive Coaches undergo required annual inspections by certified Department of Transportation (DOT) mechanics. Our SUVs are maintained in accordance of General Motor's recommended routine maintenance schedule and are routinely serviced by Bill Estes Chevrolet in Indianapolis.

RCS is currently servicing all major airports in the Indiana and Illinois areas. Our team places an intense focus on personalized service and promise to deliver a premium chauffeured service that sets a new standard in quality.

So travel comfortably and professionally with RCS.  
Let us show you the true meaning of luxury travel.

*Darrin Peters | Dan Baker | Kevin Brown*  
Managing Partners  
On behalf of the RCS Team



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## *Our Fleet*

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### *Luxury SUV*

A well-appointed SUV is a great choice for transfers to and from the airport as well as business meetings or a night out on the town. It offers comfortable leather seating with plenty of leg room.



### *Mercedes Benz Limo Sprinter*

Our custom designed Sprinter Limos offer step-in height with hardwood floors, beautifully appointed bar, LED lighting, Bluetooth stereo, video monitors and comfortable leather bench seating.



### *Corporate Mini Bus*

This is a very comfortable and convenient way to transport the whole team to a conference or event. Our corporate minibus is a perfect solution for a large group.



### *Executive Coach*

Our Executive Coaches provide a luxurious transportation to your destination with plush leather seats with plenty of leg room, a restroom, Satellite TV for viewing pleasure and more.

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# *Standard Rates*

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## Program Details:

- Trip pricing is based on standard rates for CY2019
- Standard service response for all calls

## Deposit Required:

- *Please call for requirements*

## Rates:

- *Please call for rates*

## Program Specific Terms & Conditions:

- Acceptance of RCS Standard Terms & Conditions.
- RCS requires a deposit of 50% of the total service plus gratuity charges upon reservation by Customer for all Coach, Mini Bus and Sprinter trips. The remaining amount of the charges will be taken 7 days before the scheduled event. The Company will deliver receipts for all charges to the Customer upon arrival for scheduled event.
- All pricing is based upon cash payment, a 3% processing fee will be added to all credit card transactions.
- For local service we generally accept cancellations on SUV airport transfers without a charge 8 hours before the scheduled pick-up time.
- Minibuses, Premium and Specialty vehicles require no less than 48 hours cancellation notice.
- Motor coaches require no less than 2-week cancellation notice and up to 30 days' notice.
- It is customary to pay a tip to the chauffeur for services rendered. As a convenience to our clients, a recommended 20% tip that is paid 100% to the chauffeur is added to your charges, unless your corporate agreement states differently. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service.

*Executive Card*  
***Gold Level***

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Program Details:

- Pricing is based on standard published rates for CY2019 discounted 5%
- 6-month rate lock
- 72-hour service response
- No expiration on deposited funds
- VIP treatment for all passengers on all trips

Deposit Required:

- *Please call for requirements*

Rates:

- *Please call for rates*

Program Specific Terms & Conditions:

- Acceptance of RCS Standard Terms & Conditions.
- For local service we generally accept cancellations on SUV airport transfers without a charge 8 hours before the scheduled pick-up time.
- Minibuses, Premium and Specialty vehicles require no less than 48 hours cancellation notice.
- Motor coaches require no less than 2-week cancellation notice and up to 30 days' notice.
- It is customary to pay a tip to the chauffeur for services rendered. As a convenience to our clients, a recommended 20% tip that is paid 100% to the chauffeur is added to your charges, unless your corporate agreement states differently. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service.

*Executive Card*

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# *Diamond Level*

Program Details:

- Pricing is based on standard published rates for CY2019 discounted 10%
- 12-month rate lock
- 48-hour service response and vehicle availability
- No expiration on deposited funds
- VIP treatment for all passengers on all trips

Deposit Required:

- *Please call for requirements*

Rates:

- *Please call for rates*

Program Specific Terms & Conditions:

- Acceptance of RCS Standard Terms & Conditions.
- It is customary to pay a tip to the chauffeur for services rendered. As a convenience to our clients, a recommended 20% tip that is paid 100% to the chauffeur is added to your charges, unless your corporate agreement states differently. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service.

*Executive Card*  
***Platinum Level***

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Program Details:

- Pricing is based on standard published rates for CY2019 discounted 15%
- 12-month rate lock
- 24-hour service response and availability
- Card hours never expire
- VIP treatment for all passengers on all trips

Deposit Required:

- *Please call for requirements*

Rates:

- *Please call for rates*

Program Specific Terms & Conditions:

- Acceptance of RCS Standard Terms & Conditions.
- It is customary to pay a tip to the chauffeur for services rendered. As a convenience to our clients, a recommended 20% tip that is paid 100% to the chauffeur is added to your charges, unless your corporate agreement states differently. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service.

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# *Terms & Conditions*

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## No Shows

- If you do not see your chauffeur, please call our office immediately at 855-557-1959 to avoid the full-charge "no-show" fee.
- For Point-to-Point & Airport Service, a fee equal to the base fare, wait time, admin/licensing and recommended chauffeur gratuity (gratuity amount at your discretion), will be charged when the client does not show at the pre-arranged pick-up location.
- For Hourly Service, a fee equal to 2 hours of service, admin/licensing and recommended gratuity (gratuity amount at your discretion) will be charged when the client does not show at the pre-arranged pick-up location.
- Again, to avoid no show charges, please call our office locally at 855-557-1959. The dispatcher will immediately direct your chauffeur to you.

## Baggage and Other Property Transported

- RCS cannot not assume responsibility for the handling or maintenance of any baggage or other property, nor for any property left in the company's vehicles. We will do everything possible to secure and retrieve any belongings left in the vehicle. Please always check thoroughly prior to leaving the vehicle for all your personal belongings. The company is not responsible for any articles left in the vehicle.

## Special Events & Peak Demand Rental Times

- Special events and peak demand periods both locally and in other markets may dictate premium pricing, higher hourly minimums and in some cases multi-day minimums, additional notice for changes and cancellations. Vehicles are generally in more limited supply for the higher demand and often times supplemental vehicles are required to accommodate this demand.

## Staff Accommodations

- On occasions that require overnight travel for chauffeurs, onsite coordinators or other client-dedicated staff, lodging and meals should be arranged and provided for by the client. A per diem may be applied in addition to lodging expense.



## Chauffeur Tip Policy

- It is customary to pay a tip to the chauffeur for services rendered. As a convenience to our clients, a recommended 20% tip that is paid 100% to the chauffeur is added to your charges, unless your corporate agreement states differently. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service. You may increase, decrease or eliminate the tip entirely. Please let us know if you choose to pay tip in a different manner. If you are approving an additional tip being added to the bill, please confirm via signature and/or promptly via e-mail to [info@ridercs.com](mailto:info@ridercs.com) referencing your reservation number, or just give us a call to adjust billing. Chauffeurs understand that all tips must be earned by providing outstanding service to our clients and their guests, and that the actual amount received is always up to the client.

## Arrival Time

- RCS and its chauffeurs always prepare in advance to avoid unnecessary delays in arrival time. However, road, traffic and weather conditions are often times beyond the reasonable control of the company and the chauffeur. No refunds can be given as a result of late arrivals due to such conditions including Acts of God or other occurrences out of the reasonable control of the company or chauffeur.

## Passenger Conduct

- RCS reserves the right to refuse to transport persons under the influence of or in possession of illegal drugs, as well as those excessively intoxicated, in the possession of firearms or dangerous substances of any kind, or who are, or are likely to become objectionable to other persons or if the chauffeur feels threatened in any way. Under no circumstances are minors allowed to consume or possess alcohol or illegal substances while in a company vehicle. Client shall not interfere with the chauffeur in the discharge of his/her duty or tamper with any apparatus or appliance on the vehicle. In such instances, services will be terminated immediately, and no refunds will be offered.

### Excess Cleaning & Damage

- If, during or after the transportation service, the company is required to expend an extended amount of time and material to clean the vehicle due to acts of the client or any passenger (i.e., spilling food & drinks, vomiting, prohibited smoking, excessive trash), the company, at its discretion, will charge client additional fees to cover such expense. Damage to the vehicle in any way caused by actions of the client or any passenger will be charged in full to the client. The minimum clean up fee is \$250.00 plus the cost of any repairs including downtime and a 25% surcharge.

### Smoking Strictly Prohibited

- Smoking in all vehicles is strictly prohibited. Smoking in the vehicle by the client or any passenger will result in an automatic minimum \$250 charge. Damage caused by smoking activity will also be charged to the client.

### Other Charges

- Other charges include reimbursement for tolls, bridges, parking and airport, licensing and event fees, passenger related fines, and client requested incidentals and amenities.

### Liability

- Customer hereby releases, discharges, and covenants not to sue RCS, its affiliates, employees, agents, officers, directors or successors, from all liabilities, claims, demands, losses, injuries or damages arising from any cause whatsoever, including without limitation any active or passive act, negligence, or omission; and Customer further agrees that if, despite this Release and Waiver of Liability, assumption of risk, and indemnity agreement, Customer or any one of customers passengers, makes a claim against RCS or its affiliates, employees, agents, officers, directors, or successors, Customer will indemnify, save and hold harmless RCS and its affiliates, employees, agents, officers, directors, or successors from any litigation expenses, attorney's fees, loss, liability, damage or cause which any may incur as a result of such claim to the fullest extent permitted by law.