



NITE OWLS

YOU DRINK **WE DRIVE** (Pty) Ltd

CONTACT **0861-648-3695**

CALL CENTER - 90 MAIN RD, SEA POINT

0861 - NITE OWL

NITE OWLS AGREEMENT OF INTEGRITY

Welcome to Nite Owls!

Nite Owls is a rapidly expanding chauffer service. We not only have branches in Cape Town, Durban and Johannesburg but we will soon be opening in Pretoria, Port Elizabeth, Knysna and Plettenberg Bay. Our rapid expansion is due to our dedicated and loyal staff. Beginning with those operating at the call center to the most intricate and vital aspect of Nite Owls - you! You are the face and the backbone of Nite Owls. You being one of our chauffer teams are the most important part of what makes Nite owls the successful operation that it is. You have been chosen as a team and we ask that you follow these guidelines and protocol when fulfilling your obligation to collecting and chauffeuring our clients' home safely.

I (name) _____ agree to conduct myself in a professional manner at all times when dealing with a Nite Owl client. I will not be under the influence of alcohol or narcotics while on duty. I will not have consumed alcohol within 24 hours of chauffeuring a Nite Owl client. I agree that when I am on duty I will remain on duty until so relieved. I will dress appropriately when on duty i.e. jeans/pants and a button shirt for the chauffer driver. I agree not to do private chauffeuring at Nite Owl expense and agree to do hand over your number for private chauffeuring as a large sum of money has been spent on marketing and resources. We are not a taxi service and acting as one is illegal. We cannot take clients home unless they have their own vehicle with them at the pick-up site; you are not allowed to transport clients in your own vehicle.

Finally, you must do your utmost to collect the client on time, every time and make their journey with Nite Owls a pleasurable one.

Operations and call outs

This is how it works;

- Client calls the call center.
- Call center calls you/**whatsapp**
- You are given whatsapp instruction on where to go.
- A What App with the entire trip details will be sent to your cellphone (where, time, rates, contact details etc.).
- You need to reply with a Whats App message confirming details and hastily make your way to the client.
- When arriving you call the client to confirm your arrival.
- Send WhatsApp to call center to confirm your arrival and made contact with client.
- Zero out your odometer when at the collection point. Take the km from point of collection to destination.
- The allocated Nite Owls Team meets the client, introduces themselves and will get into the clients vehicle with the client, buckle up and adhere to all the road rules.
- Notify call center via WhatsApp when you are leaving with client to their destination.
- At the destination make sure the clients gets inside safely especially if it is a women travelling alone.
- Take note of the km's travelled and sms these to the call center and proceed to the next pick-up.
- Once you have dropped client please notify call center via What'sApp with the km as soon as you have dropped so they can forward information for your next collection.
- If the client deviates from the brief/instruction that was sent to you via WhatsApp from the call center please notify the callcenter as there may be additional charges.
- Call centers What's App number is: **061 748 4863 this may change from time to time**

Payment

- You will get paid 50% of the km rate as laid out in the rates. See website www.niteowl.co.za .
- If you are chauffeuring a member/App trip you get an extra 75c per km for the trip.

- We will email you trip sheets and it is essential you keep these up to date and send them to the call center by every Monday morning.
- All settlement will be done by the following week Tuesday. Trip sheets need to be processed and invoiced to clients (if any discrepancies are noted by the client, these can then be sorted on time).
- We look forward to a mutually beneficial relationship; please sign below if you are in agreement with the above.
- APP TRIPS WILL BE EXPLAINED VIA WHATSAPP once you have been qualified

Name _____ Signature _____

Date _____