



## GLOBAL AFFILIATE NETWORK

To ensure that our clients are given the quality service that they expect from ECHO Transportation we ask that you take a moment to read and sign the following agreement and return the following required forms.

- Application filled out in its entirety
- Signed and Dated Agreement
- ECHO Affiliate Non-Disclosure & Non-Solicitation Agreement
- Copy of your company W-9 form
- Copy of State or Local permit or license to operate as a transportation company
- Copy of your worker's compensation insurance
- Certificate of insurance (with ECHO Tours & Charters, LP named as Additional insured)
- Completed fleet inventory list
- Completed rate schedule including all airport fees and any affiliate discounts.

We look forward to hearing from you and working together in the future.

Sincerely,

*Affiliate Manager*



## ECHO TRANSPORTATION AFFILIATE AGREEMENT

This agreement, made this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_ between ECHO Transportation (hereinafter referred to as the "Company or ECHO"), and \_\_\_\_\_ (hereinafter referred to as the (Affiliate). Agreement will become effective as of date above and automatically renew every year unless a new agreement has been made or agreement has been terminated. The affiliate agrees to provide transportation services to clients of ECHO under the following terms and conditions:

### Service Standards

- Affiliate Operators are required to use ECHO sign for all airport pickups. (airport sign will be emailed)
- Only hand out ECHO business cards, brochures, etc. and always represent ECHO Transportation.
- Always arrive 15 minutes early for all pickups, unless otherwise instructed differently by ECHO dispatch staff.
- Affiliate Operators must make contact with the passengers at pick up locations other than at the airport.
- Affiliate Operators are required to assist clients with any luggage and open and hold all doors.
- Affiliate Operators **MUST** know directions and **NEVER** ask the client where to go. All trips routes should be **PRE-PLANNED** and mapped/GPS before all pick-ups and drop offs.
- Affiliate Operators **MUST** at all times be equipped with a **WORKING** cellular phone and can be reachable by ECHO at all times.
- Any additional stops or change in itinerary should be communicated to ECHO so that we can give proper authorization. **NO APPROVAL MEANS NO PAY!**
- Affiliate Operators **MUST ALWAYS** check traffic reports and plan for any delays upon pickups and Drop offs. If an operator is going to be late, please notify ECHO Dispatch immediately.
- If your operators cannot locate our client, please notify our dispatcher immediately so that we can decide whether or not to release the vehicle.
- Affiliate Operators should **ONLY** engage in casual conversation and not solicit business from ECHO clients. Always **RESPECT** client's privacy and keep all conversations **CONFIDENTIAL**.
- Affiliate Operators **SHOULD NEVER** ask a client for a gratuity or request payment.



- Affiliate shall be responsible for compensating clients for inconvenience due to errors on an equitable, case by case basis.
- Affiliate shall notify ECHO on any incidents or problems as they occur immediately.
- Affiliate shall provide baby or toddler seat when requested at no additional cost to ECHO or the client.
- Affiliate Operators **SHOULD NEVER** stop for gas or any other reason, unless asked by client.
- Affiliate Operators **SHOULD NEVER** smoke in the vehicle or transfer the smell into the vehicle before pick up.
- Affiliate Operators **SHOULD NEVER** take personal calls while any client is in the vehicle or while vehicle is in motion.
- Affiliate Operators **SHOULD NEVER** wear a Bluetooth device while any client is in the vehicle.
- Affiliate Operators **SHOULD NEVER** utilize any electronic device such as tablets, smartphones while any client is in the vehicle or while vehicle is in motion.
- Affiliate Operators **SHOULD NEVER** text while any client is in the vehicle.
- Affiliate Operators **SHOULD NEVER** argue or disagree with client. **ALWAYS BE RESPECTFUL.**
- Affiliate Operators **SHOULD NEVER** discuss rates with the client, and **MUST** always refer them to ECHO.

### **Reservations**

- Affiliate **SHOULD NEVER** subcontract-out our reservations.
- Reservations will be sent via email, fax, or telephone.
- Affiliate **SHOULD** confirm each reservation via email, or fax within 2 hours of receipt. Your reservation confirmation should include your reservation number and all reservation/itinerary information.
- Affiliate **SHALL** be responsible for updating arriving flights either public or private before dispatching vehicle.
- A **No-Shows** will not be granted unless a call is made to our dispatch office and a release is granted by our dispatch staff.

### **Vehicle Requirements**

- Certificate of insurance with ECHO Tours & Charters, LP named as an additional insured.
- As insurance policies change or expire renewed policies must be sent to ECHO 30 days prior to expiration or as soon as policy renews.



- Sedans, SUV's and Executive Vans **MUST** be black, late model vehicles, fully fueled before each trip, and in good working/mechanical condition.
- Mini-Buses, Mini-Coaches, Motor coaches **MUST** be late model, fully fueled before each trip, and in good working/mechanical condition.
- Vehicle **MUST** be stocked with bottle water and USA Today newspaper. (Airport Pickups & Drop off, Sedans & SUV's ONLY)
- All vehicles should be sparkling clean, interior and exterior, tires and windows.
- Affiliate vehicles **MUST** have appropriate permits and licensing to be on the road.

### **Operators Requirements**

- Affiliate Operators must have appropriate licenses to operate a vehicle.
- Affiliate Operators must all be clean shaven, dressed in proper company attire and must always conduct himself or herself in a professional manner.
- All Affiliate Operators **MUST** speak clear English.

### **Payment / Billing**

- Affiliates will honor a 2-hour cancellation policy with no charge to ECHO Transportation for all sedans, suv's, airport pickups and drop-offs.
- As a representative/affiliate of ECHO Transportation, **DO NOT** issue receipts to our clients.
- Affiliates **MUST** send final charges no later than 24 business hours from the completion of each trip. (This will ensure timely payments to your company)
- Please list the charges separately (base, gratuity, parking, tolls, etc.)
- All payments will be made fifteen (15) days from the date we receive your submitted invoice.
- Payments will be made by check or credit card.
- Charges can be sent by software integrations, fax or email sent to:

#### **ECHO Transportation**

Fax: 214.328.9521

Email: [accounting@ECHOtransportation.com](mailto:accounting@ECHOtransportation.com)

Affiliate shall conduct business in accordance with all laws and regulations promulgated by the State of which your company operates in the United States of America. In accordance with all laws regarding limousines, buses, transit and transportation services, including all licensing requirements.



If any provision in this agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

Any notices to be given hereunder by either party to the other may be effected either by personal delivery in writing or by mail, registered or certified, postage prepaid with return receipt requested.

This agreement supersedes any and all agreements, either oral or written, between the parties hereto with respect to the rendering of services by affiliate for ECHO and contains all of the covenants and agreements between the parties with respect to the rendering of such services in any manner whatsoever. This agreement is not binding and can be terminated anytime as long as involved companies are notified in writing 30 days prior to termination date.

This agreement will be governed by and construed in accordance with the laws of the United States of America.

Executed at ECHO Transportation, Dallas, Texas.

The undersigned Affiliate and Company have established this Agreement as of the date signed below.

I have read and accept the above agreement.

ECHO Transportation:

Affiliate:

\_\_\_\_\_

\_\_\_\_\_

Name Title

Name Title

\_\_\_\_\_

\_\_\_\_\_

Signature

Signature

\_\_\_\_\_

\_\_\_\_\_

Date

Date

**FOR ECHO TRANSPORTATION USE:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## AFFILIATE NON-DISCLOSURE & NON-SOLICITATION AGREEMENT

The undersigned, \_\_\_\_\_, in consideration for and as a condition of continued engagement as an affiliate (the "Affiliate") of ECHO Transportation (the "Company"), hereby agrees with the company as follows:

During the period this agreement and for a period of no less than 3 years from the termination date of this agreement, the Affiliate will not directly or indirectly for himself or for any third party solicit, divert, take away, or attempt to solicit, divert, or take away, any of the Company's customers, business or prospective customers in existence at the time of termination of employment on behalf of any organization competitive to the company's business.

At no time during your period of the agreement and for a period of no less than three years from the termination date of the agreement will the Affiliate contact, call, email, text or in any other way contact the Company's clients for any purpose without the express written consent of ECHO Transportation.

The Affiliate will not at any time, whether during or after termination of this agreement, for any reason whatsoever, reveal to any person or entity (both commercial and non-commercial) any of the trade secrets or confidential business information concerning the Company without the express written consent of ECHO Transportation. Confidential business information includes, but is not limited to: marketing plans and strategies, pricing policies, confidential information about any customer, customer list or accounts, and non-public financial information about the Company. The Affiliate will keep secret all matters of such nature entrusted to him/her and shall not use or disclose any such information for the benefit of any third party in any manner which may injure or cause loss to the Company, directly or indirectly.

The Affiliate agrees that any breach of this agreement by the Affiliate or any of its agents/employees could cause irreparable damage to the Company. The Company shall have, in addition to any and all remedies of law, the right to an injunction or other equitable relief to prevent any violation of the Affiliate obligations hereunder.

The undersigned Affiliate and Company have established this Agreement as of the date signed below.

I have read and accept the above agreement.





**AFFILIATE COMPANY INFORMATION**

**Company Information:**

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

\_\_\_\_\_

Years in Business: \_\_\_\_\_

Federal ID Number: \_\_\_\_\_

President / Owner: \_\_\_\_\_ Email: \_\_\_\_\_

Operations Manager: \_\_\_\_\_ Email: \_\_\_\_\_

Accounting Manager: \_\_\_\_\_ Email: \_\_\_\_\_

Emergency Telephone Number: \_\_\_\_\_

Company Main Telephone Number: \_\_\_\_\_

Company Fax Number: \_\_\_\_\_

Company Email: \_\_\_\_\_

Reservation Email: \_\_\_\_\_

Company Web Address: \_\_\_\_\_

Are your Vans/Buses ADA Equipped? [ ] Yes [ ] No If YES, How Many? \_\_\_\_\_

Do you allow smoking in your vehicles? [ ] Yes [ ] No

Where do your operators meet the passengers on airport Pickups? (If you have a script please Email it)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have an airport meet & greet service? [ ] Yes [ ] No If Yes, what is the rate?

\$ \_\_\_\_\_ per hour; What is the minimum Hours? \_\_\_\_\_

Is your Dispatch available 24 hours/7days? [ ] Yes [ ] No

Are your operators available 24 hours/7days? [ ] Yes [ ] No

