

Guidance for booking Taxis and Chauffeur Services

The following are recommended service providers for the provision of Taxi and Chauffeur Services. If you require a taxi or chauffeur, then the following companies should be able to help organise individual or group bookings and assist you with any planned taxi travel requirements.

| Supplier | Agresso Id | Website |
|------------------------------|------------|---|
| A Class Taxis | 182033 | http://www.a-classcars.co.uk/ |
| Flightlink Chauffeurs | 184870 | http://www.flightlink.biz/ or helpdesk@flightlink.biz |
| GT Matrix | 184888 | https://gtmatrix.net/bath or bookings@gtmatrix.net |
| V Cars (part of Veezu group) | 114491 | http://www.v-cars.com/01225 444 443 |

All suppliers are committed to work with the University in delivering an efficient customer focussed service.

Key Features:

- All the above suppliers are available to manage your Taxi and Chauffeur requirements and can be contacted via email, telephone and web requests.
- All these suppliers can offer multiple travellers pick up options and manage car sharing to and from various events and conferences. This is something we would strongly encourage (see further details below)
- All suppliers can offer a variety of vehicles to accommodate individual or group traveller needs and are available to quote for bespoke taxi and chauffeur travel services.

V Cars (Veezu) can now be booked either by calling their Commercial contact centre **on 01225 444 443** when booking over the **phone**. Please note that the Commercial line is open only **Mondays to Fridays from 8 AM to 4 PM**.

Alternatively, bookings can be made via their free to use Veezu e-Booker platform **<https://book.v-cars.com/>**. (If you are a new user of the e booker platform you will need to register in advance before you will be able to use this service).

When booking any transport all suppliers will request as a minimum the following information:

- Name of Person Placing the Order
- Travellers Name and Contact Number
- Project Code – e.g.CA-SU1XXX (V Cars may also reference this as a Cost Code)
- Pick up date and time.
- Location of pick up & drop off locations (Post Code Required)
- Connecting flight/ongoing travel information (where applicable).

The booking will **not** be accepted if this information is **not** provided.

- Account Number - BA-2UNGB01
- Account Name - UNIVERSITY OF BATH - GLOBAL
- Security PIN Number - X8639

V Cars (Veezu) have advised that No bookings will be accepted on our account without these additional account details.

In general, when booking a trip please always advise if any of the following additional instructions are relevant: -

- Directions if address is difficult to find.
- Excess luggage / oversized items (please provide dimensions)
- Disability Aids
- Special requests If you have any issues or want to provide feedback on the service received, please contact Liam Kilawee (Category Manager) L.Kilawee@bath.ac.uk