



2015 Commission Guidelines

Thank you for your partnership with Shuttle Express! We are grateful for the continued opportunity to provide the highest-quality transportation services for our mutual guests. To show our appreciation for your efforts to promote and sell our services, we offer a commission to those enrolled in our commission program.

Effective January 1, 2015, hotel employees must enroll in our program to be eligible for commission. This will help us process all commissions correctly and promptly.

Commission program details:

- You earn 10% commission on any service you book at retail rate (shared, scheduled and private service).
- Commissions are paid monthly, by check. Checks are delivered by the 20th of the following month.
- You earn commission when you've booked a **minimum of \$20** in any rolling, three-month period.
- You must complete and submit a W-9 form before any payment will be issued.
- The preferred booking method is online through your hotel's portal – it's quick, easy and your commission is automatically tracked. If you book through our call center, you must provide your full name and your hotel name to ensure commission is added correctly.

For bookings to be eligible for commission:

- Shuttle Express must receive revenue for the booking. If guest does not pay, no commission given.
- Must be a new booking (not one already made through the cruise lines or wholesalers like Expedia).
- Complimentary services are not eligible for commission (for example, complimentary trips for the hotel).
- Services booked through the sales department are offered net rates and are not eligible for commission.
- Commission is paid on bookings paid through approved direct bill accounts, for service at retail rates.
- Any disputes or questions must be sent to us **within 30 days of receipt** of commission report.
- Any individual checks not deposited within three months will be reissued to the hotel.

It's important for us to have current contact information to pay commissions. Please provide your information below and return to us by Jan. 1. Your signature is your acceptance of the guidelines and is required for program enrollment:

Commission Enrollment Information

Signature

Date

Print Name

Hotel

Email address