

From: J Roemer [mailto:JackR@speedishuttleseattle.com]
Sent: Sunday, May 29, 2016 3:42 AM
To: Samuel Mifsud; Reno Tolentino
Cc: SEAnclh; CecilS Morton; Reno; Amarjit Heer; Alison Dailey
Subject: RE: URGENT: SPEEDI SHUTTLE/OCEANIA SEATTLE

Hi Sam,

Could your team provide the passenger information for the no shows by us you reference below? Certainly we would not expect payment if we did not show up for a scheduled pickup and we would normally advise your team at the time if there was an issue. As I think you know, we have GPS on all of our vehicles and I would like to look into these issues.

Thank you,



Jack Roemer
Chief Financial Officer
SpeediShuttle Washington, LLC
1237 S. Director St.
Seattle, WA 98108
Tel: 206-693-7110 | Cell: 206-456-6787 | Fax: 206-566-5982
www.speedishuttleseattle.com | JackR@speedishuttleseattle.com



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From: Samuel Mifsud [mailto:sam@sms.com.mt]
Sent: Sunday, May 29, 2016 3:16 AM
To: Reno Tolentino <RenoTolentino@speedishuttle.com>; J Roemer <JackR@speedishuttleseattle.com>
Cc: SEAnclh <SEAnclh@smscruises.com>; CecilS Morton <csm@speedishuttleseattle.com>; Reno <Reno@speedishuttle.com>; Amarjit Heer <aheer@speedishuttleseattle.com>; Alison Dailey <adailey@speedishuttleseattle.com>
Subject: RE: URGENT: SPEEDI SHUTTLE/OCEANIA SEATTLE

Dear Reno

I thank you for your email and I look forward to seeing an improvement to the service we are receiving at the moment.

With regards to **no show** I think you misunderstood my comment about this, the no show was **your transportation and not the passengers????**

Sam

Samuel Mifsud
Managing Director

SMS TRAVEL & TOURISM

T: +356 2577 1111 | M: + 356 9949 5235 | F: +356 2136 0032 Cell phone - Miami 305 926-3176

E: sam@sms.com.mt | W: www.sms.com.mt |

A: 65 B'Kara Hill, St Julian's, Malta

A: 1007 North America Way, Suite 505, Miami FL33132, USA

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From: Reno Tolentino [<mailto:RenoTolentino@speedishuttle.com>]

Sent: 29 May 2016 04:35

To: J Roemer <JackR@speedishuttleseattle.com>; Samuel Mifsud <sam@sms.com.mt>

Cc: SEAnclh <SEAnclh@smscruises.com>; CecilS Morton <csm@speedishuttleseattle.com>; Reno <Reno@speedishuttle.com>; Amarjit Heer <aheer@speedishuttleseattle.com>; Alison Dailey <adailey@speedishuttleseattle.com>

Subject: RE: URGENT: SPEEDI SHUTTLE/OCEANIA SEATTLE

Hello Sam,

I want to thank you staff for bringing this up to our attention. This type of feedback is very important to us.

I just got off the phone with Allison, our airport supervisor, and discussed her meeting before the next arrivals with your airport staff lead. They can discuss any issues we had and address those issues with her staff to ensure that we are provided the service that is expected. It's going to be a great summer and we want to make sure we have a great working relationship in the field together providing seamless arrival experience.

I'll be there next week and will follow up with Allison as well as Bobby, our Operations Supervisor and meet your staff as well.

As for the billing of no-shows. Like all transportation companies, we have a published cancellation and refund policy. In our case it is required to be in our tariff approved by the Washington Utilities and Transportation Commission. We have the most liberal cancellation policy of any company in Seattle, requiring only two hours' notice for shared ride transfers. We must charge for no shows and cancellations inside that window under the terms of our tariff. We also incur costs to make sure we have a driver and vehicle available for the guests and we are charged a trip fee by the airport as soon as we enter the arrival pickup area whether or not we actually pick up a guest.

We really appreciate your business and thank you.

Thank you,



Reno Tolentino
General Manager of Operations
SpeediShuttle LLC and Arthur's Limousine

113 Puuhale Rd. Honolulu, HI 96819

Office: 808-772-5700 x222 | Fax: 808-845-4072 | Mobile: 808-927-7455

www.speedishuttle.com | www.arthurslimousinehawaii.com | reno@speedishuttle.com

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From: J Roemer
Sent: Saturday, May 28, 2016 11:27 AM
To: Samuel Mifsud <sam@sms.com.mt>
Cc: SEAnclh <SEAnclh@smscruises.com>; CecilS Morton <csm@speedishuttleseattle.com>; Reno <Reno@speedishuttle.com>; Amarjit Heer <aheer@speedishuttleseattle.com>
Subject: Re: URGENT: SPEEDI SHUTTLE/OCEANIA SEATTLE

Sam,

I wanted to let you know we received your message and we take it very seriously. We are looking into it on our end and will reply once we have gathered all the facts.

We do appreciate your business.

Sent from my iPad

On May 28, 2016, at 2:11 PM, Samuel Mifsud <sam@sms.com.mt> wrote:

We have been having issues with your company since the first day we started working with each other and you have invoiced us for transfers which were in fact a no show from your transportation, I have asked the person in charge of the airport to send me a report about today which I am sending you hereunder.

Please send me your comments as soon as possible.

Sam

Samuel Mifsud
Managing Director

SMS TRAVEL & TOURISM

T: +356 2577 1111 | M: + 356 9949 5235 | F: +356 2136 0032 Cell phone - Miami 305 926-3176

E: sam@sms.com.mt | W: www.sms.com.mt |

A: 65 B'Kara Hill, St Julian's, Malta

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From: Jason DeLeo

Sent: 28 May 2016 22:05

To: SEAnclh <SEAnclh@smscruises.com>; Christopher Blanchard <cblanchard@sms.com.mt>; Andrius Zickevicius <azickevicius@smscruises.com>

Subject: URGENT: SPEEDI SHUTTLE/OCEANIA SEATTLE

Team, we have a pretty significant challenge with SpeediShuttle. As I understand it, SpeediShuttle was contracted to handle SMS's transportation to hotels, and part of the Airport service, it was agreed they provide Baggage Claim Meet and Greet for all services.

As previously discussed with Sam, we assigned one staff member today and tomorrow to "follow-up" to ensure this service is being done for our Oceania Regatta pre-cruise guests.

When our staff member went to check to make sure the first arriving guests were met, there was no SpeediShuttle greeter there, and our staff performed the greet and walked the guests to SpeediShuttle's central location in the transportation garage area. After getting the guest taken care of, our staff member questioned the staff member (Candy Jesse) at the desk. Candy indicated that her SpeediShuttle team do their utmost to meet every guest, but they are severely understaffed and often have many more flights arriving at the same time then they have staff.

When I heard this, Marie and I went over to the SpeediShuttle desk to confirm. Candy was very friendly, but bluntly confirmed that they just don't have enough staff to meet the guests, and they have to often pick and choose who gets met, and who doesn't. For example, she showed me a list of 30-40 reservations that need to be met in the coming few hours, and advised she has 3 team members doing all of this, and herself (and she is supposed to stay at the central dispatch location). She also said she had been working all night and all morning.

Please let me know the next step.

Jason DeLeo

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M: 206-747-6403

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