

ULTRA BLACK SERVICE STANDARD

MARQUEE LIMOUSINE ARRIVAL/DEPARTURES

Limo service requests should be completed at the latest 1hr prior to the booking. Host to call Limo office to confirm amendments. Booking confirmation with booking numbers should be emailed to recipients.



Where there is a requested vehicle or preferred driver for ULTRA cardholders, always try to accommodate. If requested vehicle or driver not available please advise VIP Host.



All drivers, including out-sourced, must meet SkyCity grooming standards. Contact details for out-sourced drivers must be available to host prior to commencement of job.



Last minute requests should be confirmed via phone with booking confirmation numbers and email.



Marquee Limousine vehicles should be inspected, cleaned and restocked before picking up guests. Baby seats, luggage trailer etc should be prepared accordingly as per booking requests. Driver to read special request job instructions/other information before commencement of job.



Vehicles must be at pick-up location at least 10 minutes prior to booking arrival time. Drivers should inform VIP Host if there are any delays.



Driver to contact VIP Host when an ULTRA cardholder has been collected. Host will be given a link to access to the GPS location of the vehicle.



Cancellation fees may apply, if the booking is cancelled/amended within one hour to the booking time.



Drivers should inform VIP Hosts of any last minute requests from ULTRA cardholders and accommodate where possible.



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