

**BLACKLANE**  
UPGRADE YOUR TRAVELS



# Travel Agency **Handbook**

**Oleg V.**  
Blacklane Chauffeur, Berlin

# Choose Blacklane for all your travel needs

## **A-to-B chauffeur services**

Count on Blacklane for your clients' airport transfer or to get them to their next meeting. Blacklane can provide for all your clients' transport needs.

- Distance-based pricing
- Change or cancel up to one hour prior

## **Book by the hour**

Offer your clients the ultimate flexibility and book a ride for a set number of hours:

- 2 hour minimum, with 20 kms of travel included per hour
- Change or cancel up to 24 hours before pickup
- Provide an itinerary in the special requests field, or let the cardmember decide during the ride
- Rides can begin and end in different cities, though in these cases, additional charges will apply

## **Intercity Rides**

Due to high demand, we've introduced intercity rides. Book a one-way ride between two cities so your client can get to their next destination in safety, privacy, and comfort for a fixed price while avoiding the queues and crowds of mass transit.

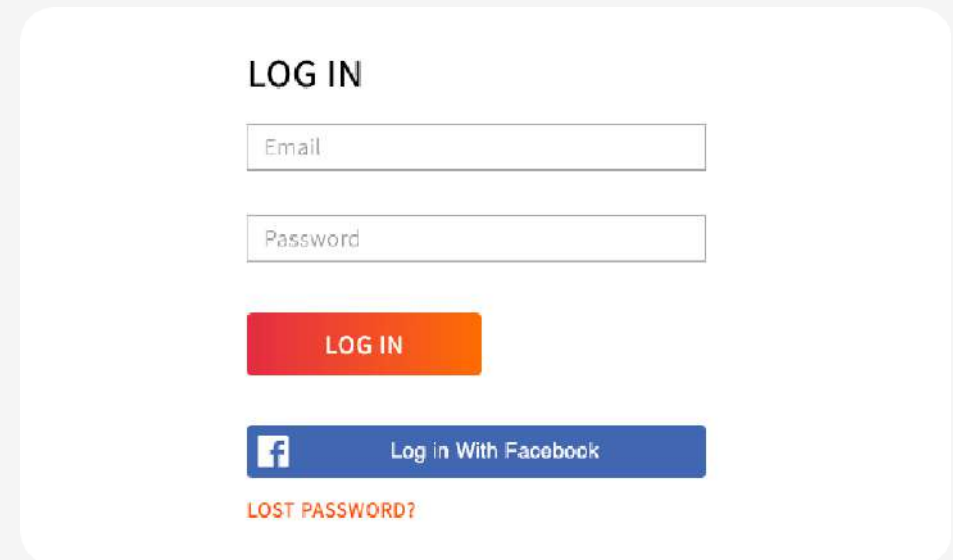
- Check the pricing for some of our top routes at [blacklane.com/en/city-to-city/](https://blacklane.com/en/city-to-city/)
- Change or cancel up to 24 hours before

# Blacklane for business booking instructions

## Step 1 –Log in

During registration you will receive a link to create your login credentials for the Blacklane for Business booking portal.

The first user registered will be given full Admin permission by default. This person has the ability to add additional employees as users.



The screenshot shows a login form with the following elements:

- LOG IN** (Section Header)
- 
- 
- LOG IN** (Orange Button)
-  **Log in With Facebook** (Blue Button)
- [LOST PASSWORD?](#) (Text Link)

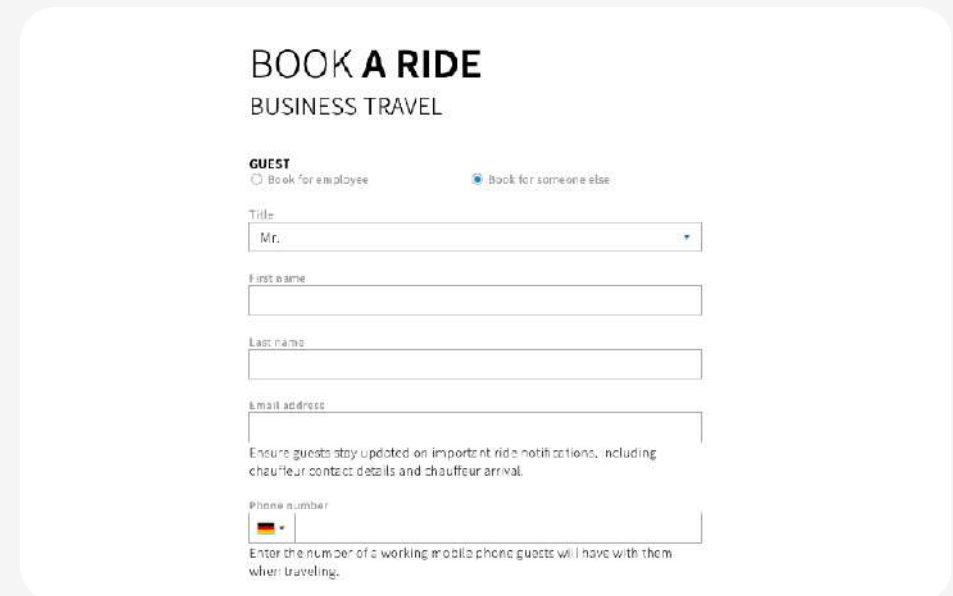
## Step 2 –Enter the guest’s details

To book for one of your clients make sure that you have selected “Business Travel” in the top right corner and select the “Book for someone else” option.

Enter the title, name, email, and the mobile number of the passenger who will take the ride. Your client’s mobile number is mandatory to ensure they receive important ride updates. If you do not know their email address, please enter your own. We do not send booking confirmations to your clients by email or phone. Only you, as the agent, will receive this.

The only occasions we contact the passenger are:

- **When the chauffeur is on the way** - the passenger will receive an email and SMS message with the chauffeur’s contact details.
- **When the chauffeur has arrived** - the passenger will receive another email and SMS message confirming the chauffeur’s arrival.
- **If we need to clarify details** - we may call the passenger’s mobile number if, for example, our chauffeur is unable to locate them.



**BOOK A RIDE**  
BUSINESS TRAVEL

**GUEST**  
 Book for employee  Book for someone else

Title  
Mr.

First name

Last name

Email address  
Ensure guests stay updated on important ride notifications, including chauffeur contact details and chauffeur arrival.

Phone number  
Enter the number of a working mobile phone guests will have with them when traveling.

## Step 3 –Choose the ride type

### Hourly bookings

Choose a pickup address, pickup time, and the number of hours to be reserved. By-the-hour bookings include 20 complimentary kilometers per hour. Any additional kilometers traveled during the ride will be charged after the ride is complete. During the time period booked, the chauffeur is at your client’s disposal to make unlimited stops.

**Please note:** If your client wishes to leave the city where they were picked up, the chauffeur must be able to complete the return journey within the time booked. For example, if the pickup is in Hamburg for a three-hour booking, the passenger can request any destination, as long as the chauffeur is able to return to Hamburg within those three hours. Traveling to Berlin and back would not be possible within the three-hour booking, but it would be possible with a six-hour booking.

### One-way rides

Enter the pickup and dropoff addresses. You can enter an address, hotel name, airport or train station, or any other points of interest (e.g. a museum). There may be multiple streets with the same name, so please double-check the postal/zip code.

## BOOK A RIDE

### BUSINESS TRAVEL

**GUEST**

Book for employee  Book for someone else

Title  
Mr. ▾

First name  
[ ]

Last name  
[ ]

Email address  
[ ]

Ensure guests stay updated on important ride notifications, including client contact details and chauffeur arrival.

Phone number  
[ ]

Enter the number of working mobile phone guests will have with them when traveling.

**RIDE TYPE**

One way ▾

### Airport and train station pickups

Please enter the flight number for airport pickups. Blacklane tracks flight arrival times and automatically adjusts pickup times to account for delays or early arrivals.

For train station pickups please provide the train number in the “Special requests” section and for port pickups, please provide the vessel’s name. Please also ensure the pickup time allows enough time for guests to disembark.

### Complimentary wait time

Airport and train station pickups come with one hour of complimentary wait time, starting at the scheduled pickup time. All other pickups come with 15 minutes of wait time.

For airport, train, or cruise pickups, we recommend scheduling some buffer time between the scheduled flight, train, or ship arrival and the chauffeur pickup time to provide enough time to go through deboarding checkpoints. We recommend at least 15-45 minutes, depending on how much luggage your client has, if the flight is domestic or international, etc.

## BOOK A RIDE

### BUSINESS TRAVEL

#### GUEST

Book for employee

Book for someone else

Title

Mr. ▾

First name

Last name

Email address

Ensure guests stay updated on important ride notifications, including chauffeur contact details and chauffeur arrival.

Phone number



Enter the number of a working mobile phone guests will have with them when traveling.

#### RIDE TYPE

One way ▾

#### LOCATION, DATE & TIME


Pickup

From: address, airport, hotel, ...

Drop-off

To: address, airport, hotel, ...

Date

 Wed 24 July, 2019

Time

 14:05 (2:05 PM)

## Step 4 –Select a service class

You will then see the rates for the different service classes we offer in the chosen city. This may include:

- **Business Class:** e.g. Mercedes E-Class or similar (max. 3 passengers + 2 pieces of luggage).
- **Business Van/SUV:** e.g. Mercedes Viano or similar (max. 5 passengers + 5 pieces of luggage).
- **First Class:** e.g. Mercedes S-Class or similar (max. 3 passengers + 2 pieces of luggage).
- **Electric Class:** available in select cities, e.g. Tesla Model X or similar (max. 3 passengers + 2 pieces of luggage).
- **Sprinter Class:** available in select cities, e.g. Mercedes-Benz Sprinter or similar (max. 12 passengers + 12 pieces of luggage).

The prices shown are fixed rates, including all taxes, fees, and gratuities. Additional costs are charged after the ride is completed and only occur when:

### For one-way rides:

- The passenger requests a different route than originally booked.
- The passenger requires extra wait time.
- The passenger requests additional stops.

### For by-the-hour rides:

- The passenger travels more kilometers than are included in the booking (20 kilometers/hour).
- The passenger requires extra time after the booked hours have passed.

## BOOK A RIDE

### BUSINESS TRAVEL

**GUEST**  
 Book for employee  Book for someone else

Title  
Mr. ▾

First name  
\_\_\_\_\_

Last name  
\_\_\_\_\_

Email address  
\_\_\_\_\_

Ensure guests stay updated on important ride notifications, including chauffeur contact details and chauffeur arrival.

Phone number  
🇩🇪 \_\_\_\_\_  
Enter the number of a working mobile phone guests will have with them when traveling.

**RIDE TYPE**  
One way ▾

**LOCATION, DATE & TIME**




Pickup  
From: address, airport, hotel, ...

Dropoff  
To: address, airport, hotel, ...

Date  
📅 Wed 24 July, 2019

Time  
🕒 14:05 (2:05 PM)

**SERVICE CLASS**

	<b>Business Class</b> max. 3 🧑 & 2 🧳	- <i>All prices include VAT, fees &amp; tips.</i>
	<b>Business Van/SUV</b> max. 5 🧑 & 5 🧳	- <i>All prices include VAT, fees &amp; tips.</i>
	<b>First Class</b> max. 3 🧑 & 2 🧳	- <i>All prices include VAT, fees &amp; tips.</i>

## Step 5 –Payment and additional information

### Select a payment method

Choose an existing credit card saved to your account, add and save new payment methods, or enter a card for one-time use. If you have setup invoice payments, this payment option will be shown here.

Blacklane accepts Visa, Maestro, Mastercard, American Express, and Discover.

### Pickup signs

The passenger's name will populate this field automatically, but you can change the text for the pickup sign if needed.

### Special requests

Add any extra requirements or information in English. Chauffeurs are automatically informed of the information put in this field, and only chauffeurs who can fulfill the requirements will take the ride.

For example:

- If your client requires a child's seat, please mention it here with the age of the child (e.g. "child seat, 2 years old").
- Enter detailed pickup information such as "Please wait outside the house" or "Entrance is on the next street, #3 Smith Street".
- If additional stops are required, please enter the addresses to ensure the chauffeur is prepared. Please note additional wait time or distance can still incur additional charges so we recommend booking by the hour instead.

There is no additional fee for special requests and fulfillment depends on capacity.

The screenshot shows a form titled "PAYMENT METHOD" with a dropdown menu displaying "Blacklane Demo 2" and a credit card icon. Below it is a red "ADD NEW CARD" button. The "ADDITIONAL OPTIONS" section includes three text input fields: "Pickup sign" (containing "John Doe"), "Special requests" (with the placeholder "Do you have special requests (e.g. child car seats)?"), and "Reference code or cost center (optional)" (with the placeholder "Your reference code"). A large orange "NEXT" button is at the bottom.

The following requests are not possible:

- Specific vehicles/models/colors
- A specific chauffeur
- Guaranteed Wi-Fi in the vehicle

### Reference code or cost center

This field which can be made mandatory upon request. Any information entered here will appear on your monthly commission invoice.

After completing all the fields, click **"NEXT"**.

## Step 6 –Confirm the booking

Now you will see an overview of the booking. Please review the information and make any necessary changes using the **“BACK TO DATA INPUT”** button before confirming your booking.

Once you’ve clicked **“BOOK NOW”**, the booking is made, and you will receive an instant confirmation email.

**BLACKLANE** BOOK RIDE RIDES EMPLOYEES

[← BACK TO DATA INPUT](#)

**GUEST**  
Mr. John Doe  
johndoe@gmail.com

**PRICE INFORMATION**  
Price 46.80 EUR  
Total amount **46.80 EUR**  
(incl. VAT, fees & tip)

**DETAILS**  
**Date and time**  
Jul 27, 2019 12:00PM (12:00)  
**Pickup**  
Airport Berlin Tegel (TXL), 13405 Berlin, Reinickendorf  
**Dropoff**  
Hotel Adlon Berlin, Unter den Linden 77, 10117 Berlin, Mitte

**VOUCHER**  
Do you have a voucher code?

**SERVICE CLASS**  
**Business Class**  
👤 max. 3 🚗 max. 2

**PAYMENT**  
Invoice, Blacklane Demo 2

**RIDE DETAILS**  
**Duration**  
25 minutes  
**Distance**  
9.8 km

**ADDITIONAL OPTIONS (OPTIONAL)**  
**Flight number**  
—  
**Pickup sign**  
John Doe  
**Reference code or cost center**  
—  
**Special requests**  
—

**BOOK NOW**

## Manage your account

### Rides

- Change or cancel up until one hour prior to pickup for standard one-way transfers and 24 hours for by-the-hour bookings or rides over 200km.
- Download an Excel sheet of your ride history.
- Search rides by date and ride status (e.g. completed or future).
- Download invoices of your finished rides.

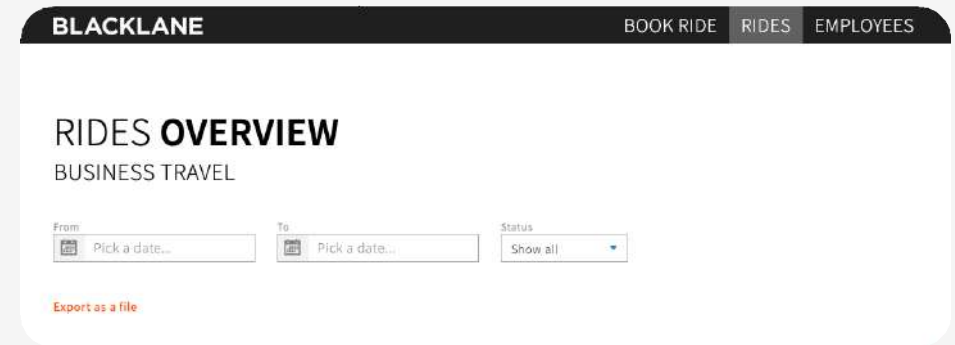
## Switching between Business and Personal booking

The two booking pages in your Blacklane for Business account are to differentiate between rides booked for yourself (Personal) and your clients (Business). To ensure your bookings are commissionable and to access your business payment methods, please book all client rides under the “Business” tab. You can change between the business and personal tab at the top right corner of the page.

### Separate business and personal payment methods

Review or update your account information under “Profile”.

- Add and remove credit cards that you have saved to the account.
- Change the invoice address. If your client needs a special invoice address, go to this section, fill out the address fields, place the booking, then return to your Profile and change the billing address back again. This will create an invoice with the requested data only for that one ride.



### Commission payment

The current commission rate is 10% of the net ride price, i.e. the price of the ride minus the relevant VAT of the city and country in question.

Blacklane offers a quarterly or half-yearly commission payment cycle depending on your revenue. A self-billed commission invoice is sent within the first three business days of your chosen payment cycle to the accounting email address provided during registration. A pdf invoice and an Excel/csv file with a complete ride breakdown will be attached.

Commission is paid 30 days after the invoice has been issued into the bank account provided during registration. The bank descriptor will include Blacklane GmbH, the invoice time period, and the invoice number (e.g. BLACKLANE 01/19COM123456789). If you cannot see the full descriptor, please contact your bank to receive the full description.

# FAQs



## **How many kilometers/miles are included in an hourly booking?**

Most hourly bookings include 20 kilometers (12.4 miles) per hour. For example, a four-hour booking would have 80 kilometers (49.6 miles) included. Some cities come with more kilometers/miles per hour due to their size. The exact distance is shown in the booking overview you see before confirming your booking.

## **Can I request a child's seat?**

If your client requires a child's seat, enter the request and the age of the child in English in the "Special requests" field when booking (e.g. "child seat, age 2 years"). You do not need an additional confirmation for this request.

## **How do I book additional stops during a ride?**

If your client requires additional stops we recommend booking by the hour, where the passenger can make as many stops as they like during the time booked. For a one-way booking, you must enter the additional addresses into the "Special requests" field (e.g. "additional stop at..."). If the route of the journey is extended due to the additional stop, the extra distance will be subsequently charged. The passenger can also agree on any additional stops with the chauffeur during the ride. The chauffeur will try to accommodate such requests as much as possible depending on their schedule.

## **Which credit/debit cards does Blacklane accept?**

Blacklane accepts Visa, Maestro, Mastercard, and American Express. You can check the updated list of payment options [here](#).

## **Can you smoke in Blacklane vehicles?**

Smoking is prohibited.

## **How should I choose the pickup time at airports?**

It is important to include an appropriate buffer time between the planned flight arrival and the pickup time when booking. When booking, we recommend considering the following:

### **Domestic/Schengen zone or international flight?**

The passenger must pass through immigration and customs, which can take longer depending on the location. For example, wait times are usually longer in the U.S. than in the UK.

### **Does the passenger have to wait for their luggage?**

For example, if a German client is arriving at Berlin Tegel Airport with only hand luggage at 6 p.m., you could make the booking for 6:05 p.m. knowing that your client should make it through immigration quickly. If the client is traveling internationally with checked luggage, we recommend a minimum of 45 minutes between flight arrival and pickup.

## **How does Blacklane's real-time flight tracking work?**

Please enter your client's flight number when booking. This is essential as we track the arrival time and automatically adjust the pickup time accordingly for flight delays and early arrivals (when possible). The buffer time is retained even if there is a delay. For example, say you selected a pickup time of 6:30 p.m. for a flight scheduled to arrive at 6 p.m. (meaning 30 minutes of buffer time). If the flight is delayed by one hour to arrive at 7:00 p.m., our system will adjust the pickup time to 7:30 p.m.

## **The system doesn't recognize my flight number, what do I do?**

1. Check if there are any codeshare flight numbers and try that.
2. Is the flight number a private charter (non-commercial flight)? In that case, leave the flight number field empty and enter the following information in the "Special requests" field:
  - Tail number of aircraft.
  - Name and contact details (mobile number) of the handling agent.

## **How much wait time is included?**

For airport and train station pickups, one hour of complimentary wait time is included. The wait time starts at the scheduled pickup time. If the pickup time is adjusted for a delay, the wait time is also adjusted. Pickups everywhere else include 15 minutes of complimentary wait time. After 15 minutes, additional wait time will be charged. The chauffeur will wait for 30 minutes before they are released to perform their next ride.

## **How far in advance can you book?**

You can book Blacklane rides months in advance or up until one hour before the ride.

## **When do I receive a confirmation?**

You will receive a confirmation email immediately after booking.

## **Can I make a booking over the phone or via email?**

No, to keep your data secure Blacklane only accepts bookings made through our app and website.

## How can I change or cancel a booking and what are the costs?

You can change or cancel bookings online in the “RIDES” section free of charge:

- up until one hour before the pickup time for standard one-way rides.
- up until 24 hours before pickup for by-the-hour bookings or rides over 200km.

Cancellations after these times are nonrefundable. The quickest and easiest way to change a booking is online. Changes made over the phone with Blacklane’s Customer Care Team will cost 10 USD/EUR/GBP.

If anyone other than the booker wishes to make a change to a booking, they must have:

- the booker’s email address.
- the booker’s phone number.
- the credit card details linked to the account.

## What languages do the chauffeurs speak?

All of Blacklane’s chauffeurs speak English and the language of the country they operate in.

## What vehicles does Blacklane use?

Blacklane offers several service classes depending on the city, as each city has a list of approved vehicles. These may include:

- **Business Class:** Mercedes-Benz E-Class, BMW 5 Series, Cadillac XTS, or similar

- **Business Van/SUV:** Mercedes-Benz V-Class, Chevrolet Suburban, Cadillac Escalade, Toyota Alphard, or similar
- **First Class:** Mercedes-Benz S-Class, BMW 7 Series, Audi A8, or similar
- **Electric Class** (available in select cities): Jaguar I-PACE, Tesla Model S, Tesla Model X, or similar
- **Sprinter Class** (available in select cities): Mercedes-Benz Sprinter or similar

Other vehicle types may be approved for different cities if they meet the Blacklane standard.

## What color are the vehicles?

In some Middle-Eastern and Asian countries we allow white vehicles, otherwise all vehicles are black.

## Are the chauffeurs specially trained?

All chauffeurs working for Blacklane have undertaken the training for the licenses required to provide chauffeur service in their country. Additionally, Blacklane has its own training and procedures that often exceed local requirements.

Our rating system for passengers to provide feedback also helps us ensure that chauffeurs are meeting our strict standards and requirements. This includes reliability, safety, appearance, language skills, and friendliness. Blacklane demands all chauffeurs drive carefully and responsibly, and does not tolerate any traffic regulation infringements.

## **When will the credit card be charged?**

At the time of booking a preauthorization is placed on the credit card to check there is sufficient funds and if the card details are correct. This amount will be released back into the account and the amount is charged 24-48 hours after the ride is complete.

## **What currencies does Blacklane use?**

Rides are charged in five currencies based on where the ride takes place.

- United Kingdom: GBP
- Europe: EUR
- Sweden: SEK
- New Zealand: NZD
- USA and countries not listed above: USD

It is not possible to switch between currencies.

## **What information does my client receive?**

Booking confirmations are only sent to the booker, and never to the client. Your client will not receive any information about the price.

The only occasions we contact the passenger are:

- When the chauffeur is on the way: The passenger will receive an email and SMS message with the chauffeur's contact details.
- When the chauffeur has arrived: the passenger will receive another email and SMS message confirming the chauffeur's arrival.
- If we need to clarify details: e.g. we may call the passenger's mobile number if our chauffeur cannot locate them.

## **Are vehicles equipped with Wi-Fi?**

Vehicles in the United States offer this service, but it is not currently available worldwide. You may add this in the "Special requests" section, however this cannot be guaranteed.

## **Is it possible to change or cancel a booking by email?**

Booking amendments or cancellations must be done online with the account used to make the booking. In exceptional cases (e.g. technical issues) you can contact the Blacklane Customer Care Team who will help you with your request. If you need to change or cancel a booking within 72 hours of the pickup time, please call or use the chat feature, as the processing time for emails varies depending on volume.

## **Where exactly is the pickup at airports?**

As long as the flight number is provided when booking, the chauffeur will know the passenger's arrival gate and will welcome the passenger with a pickup sign at the nearest arrivals.

## **Where exactly is the pickup at train stations?**

For train station pickups, you will also receive information regarding the exact street of the pickup. This way, the passenger will know which station exit to use. At some stations, a meeting point will be given at the time of booking. If necessary, the passenger can always reach the chauffeur by phone once they have received their contact details via email and SMS.

## Are pets allowed in your vehicles?

If a passenger wishes to bring a pet along, this information must be added to the “Special requests” section when booking. Please specify the type of animal, whether the animal will be in a transportation container, and what size the container is. If, for example, your client is traveling with a Danish Mastiff, you may consider booking a Business Van/SUV rather than a Business Class vehicle. We will try our best to carry out all special requests.

Transporting animals with Blacklane without including the details in your booking could lead to additional charges. Our partners reserve the right to refuse the carriage of an animal that was not agreed to and not added to the “Special requests” field prior to the service. This also applies to animals not contained in a suitable closed transport box.

The only exception is service animals, for which we would kindly ask you to provide details in the “Special requests” field and also have the guest prepared to provide documentation to the chauffeur if needed.

## Does Blacklane accommodate people with disabilities?


We aim to accommodate all travelers to the best of our ability. Whether the client has limited mobility, hearing impairment, vision impairment, a service animal, an assistive device, or requires extra assistance from the chauffeur, we will do everything we can to meet their needs. The range of services we can offer varies around the world, depending on local regulations and the characteristics of the local vehicles.

For bookings with special needs, please write your request in the “Special requests” box when booking. If the client is traveling with an assistive device please be sure to also include its size, especially for larger devices like foldable wheelchairs, so the chauffeur can make sure it will fit in the trunk of the vehicle. Please note that we are usually unable to transport rigid-frame wheelchairs.

The Business Vans/SUVs are the most spacious, and therefore best suited for people with reduced mobility. We also highly recommend booking at least 24 hours before your trip. After making the booking, we also recommend calling our 24-hour Customer Care Team to confirm. In the case of passengers with impaired vision, the Blacklane crew is also happy to help with choosing the best pickup location.

### Any other questions?

For more information please contact [agency@blacklane.com](mailto:agency@blacklane.com), phone **+49 30 2016 3040** or visit Blacklane’s Help Center: <https://help.blacklane.com/en/>.



**Hatice K.**  
Blacklane Chauffeur, Berlin

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