

Blacklane at a glance

Blacklane takes the stress out of travel by covering the first and last miles of every journey. Every day our global chauffeur service connects thousands of guests with our worldwide network of licensed and insured chauffeurs to create a consistently exceptional experience. Travelers receive five-star service with competitive, all-inclusive fares guaranteed at the time of booking.

Advantages for agents

- Earn 10% commission on every booking.
- Get an instant, all inclusive quote.
- Safe and reliable transfers for your clients, particularly in unfamiliar destinations.
- Quick and easy booking via the Blacklane for Business portal.
- Book, change, or cancel free of charge up until one hour before pickup for standard one-way transfers and 24 hours prior to by-the-hour bookings or rides over 200km.
- Instant booking confirmations.
- Payment via credit card.
- Full duty of care with 24/7 ride monitoring and customer care support.
- Pickups include complimentary wait time – 1 hour at airports, 15 minutes everywhere else.

One-way transfers

- Distance-based pricing.
- Change or cancel up to 1 hour before pickup.
- Price inclusive of all taxes, tolls, and gratuities.
- Book a return ride in a couple of clicks.

By-the-hour bookings

- Provide the ultimate flexibility for your clients with an hourly booking.
- 20 km of travel included per hour booked.
- Change or cancel up to 24 hours before pickup.
- Provide an itinerary in the special requests field.

Long-distance rides

- The perfect alternative to planes and trains, travelers avoid the crowds and ride in comfort.
- Book, change or cancel up to 24 hours before pickup.
- **[Check the competitive pricing](#)** for some of our top routes.

Our full list of cities: blacklane.com/en/cities

Quick start guide

- 1 Select **"Book for someone else"**.
- 2 Enter your **client's name, email address, and mobile number**.
- 3 Select **one-way** or **by-the-hour booking** (20 km of travel included for each hour booked).
- 4 **Set location, date, and time**
For airport pickups, we recommend leaving buffer time between the scheduled flight arrival and the pickup time. Wait time starts from the pickup time. Please also enter the flight number.
- 5 **Choose a service class**
Business Class: 3 passengers, 2 luggage
Business Van/SUV: 5 passengers, 5 luggage
First Class: 3 passengers, 2 luggage
Electric Class: available in select cities, 3 passengers, 2 luggage
Sprinter Class: available in select cities, 12 passengers, 12 luggage.
- 6 **Choose a payment method**
Enter a credit card or select one previously saved to your account.
- 7 **Add any special requests**
e.g. A car seat for a 4-year-old, room for a foldable wheelchair, more info on the pickup location.
- 8 Click **"NEXT"** to take you to the final overview and booking page.

Schedule and manage all your clients' ground transportation needs in hundreds of cities around the world directly in the Blacklane for Business portal, our easy to use, one-page booking form.

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 travelling.

RIDE TYPE

One way

LOCATION, DATE & TIME


Pickup

From: address, airport, hotel, ...


Dropoff

To: address, airport, hotel, ...










Date

 Thu 04 July, 2019

Time

 14:50 (2:50 PM)

SERVICE CLASS

	Business Class max. 3  & 2 	- <i>All prices include VAT, fees & tip.</i>
	Business Van/SUV max. 5  & 5 	- <i>All prices include VAT, fees & tip.</i>
	First Class max. 3  & 2 	- <i>All prices include VAT, fees & tip.</i>

Manage your account

Rides

- Change or cancel up until 1 hour prior to standard one-way transfers or 24 hours for by-the-hour bookings and transfers over 200km.
- Download an Excel sheet of your ride history.
- Search rides by date and ride status (e.g. completed or future).

BLACKLANE BOOK RIDE RIDES EMPLOYEES

RIDES OVERVIEW

BUSINESS TRAVEL

From To Status

Employees

Profile Types

- Admin Profile: Can add or remove agents in the portal, save up to 10 credit cards, and view, change, or cancel all booked rides.
- Agent Profile: Can save up to 10 credit cards to their account, access an overview of their own rides, and cannot edit the employee list.

The first user registered will be given Admin permissions by default. To give an agent Admin permission, email agency@blacklane.com.

How Admins can add/remove employees

- Under the “Employees” tab you can invite employees via email or add them to the account manually.
- To add an agent with a different email domain, please contact agency@blacklane.com.
- To create profiles for 15 or more agents, we can perform a bulk upload. Please contact agency@blacklane.com.

BLACKLANE BOOK RIDE RIDES EMPLOYEES

EMPLOYEES OVERVIEW

[ADD EMPLOYEE](#) [INVITE EMPLOYEE VIA EMAIL](#)

Additional information

Payment

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

Special requests

For any special requests for the chauffeur (e.g. a child's booster seat), please describe them clearly in the special requests field when booking.

Communication from us

We do not send booking confirmations or any ride price information to your clients when booked under the "Book for someone else" option. 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.
- **The chauffeur has arrived** - the passenger will receive another email and SMS message confirming the chauffeur's arrival.
- **We need to clarify details** - e.g. we may call the passenger's mobile number if our chauffeur cannot locate them.

Blacklane currencies

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

Flight tracking

Blacklane tracks flights and automatically adjusts pickup times to account for delays or early arrivals. Please enter your client's flight number when booking to ensure that your client's flight is tracked accordingly. Buffer time (time between the scheduled flight arrival and ride pickup) is retained even if there is a delay.

24/7 Corporate Care:

DE +49 30 2016 3040 UK +44 20 3514 7400 US +1 888 7067 517 HK +65 3163 8905

corporate@blacklane.com

For account-related queries:

agency@blacklane.com

Questions about our services?

Visit our help centre:

help.blacklane.com