ECS DUBAI | SUPPLIER NETWORK

Become an ECS Dubai supplier

Supplier Service Agreement | Version 2.0 | 26 October 2026

Complete all party details, read every page, sign and email the complete agreement and your B2B rate sheet to **sales@ecsdxb.ae**. Signing an application does not guarantee approval or bookings. The agreement becomes effective only when accepted and countersigned by ECS Dubai.

ECS contracting party	Empress C.S Trading, operating under the ECS Dubai / Empress Chauffeur Service Dubai brand. Licence number: _____ Issuing authority: _____
Supplier legal name	_____
Registration / licence	Number: _____ Issuing authority and country: _____
Registered address	_____ _____
Authorised representative	Name / title: _____ Email / telephone: _____
Effective date	Date of last signature: _____

1. Scope and independent businesses

The Supplier provides chauffeur-driven transport accepted through written ECS Dubai service orders. The parties remain independent businesses. This agreement grants no exclusivity, employment, franchise or authority to bind the other party. Each booking requires separate written acceptance of route, schedule, vehicle, service scope and price.

2. Licence, permits and continuing eligibility

The Supplier must be a company holding a current government-issued business registration or trade licence in its home country and every transport permit required where the service is performed. It is responsible for lawful commercial passenger transport, driver authorisations, work permissions and any cross-border requirements. Evidence must be provided for review and renewed before expiry.

Vehicle and chauffeur standards

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3. Vehicle age, condition and insurance

Vehicles must have valid registration, be roadworthy, properly maintained and no older than five model years: current calendar year minus model year must not exceed five. For example, the general limit in 2026 is model year 2021 or newer. A stricter local rule, permit requirement or booking specification always prevails. The Supplier must maintain insurance appropriate for commercial passenger carriage, passenger liability and the assigned driver; personal-use insurance alone is not sufficient.

4. Dedicated, trained chauffeurs

Assign a trained, professionally presented and licensed chauffeur dedicated to the confirmed assignment. Chauffeurs must understand GPS navigation, local routes, airports, major hotels, attractions and venues in their service area. They must have effective guest communication skills and multilingual capability; confirm the languages available and provide the language specifically agreed for a booking.

5. Cleanliness, comfort and safety

Present a clean, odour-free vehicle with a tidy interior and sufficient passenger and luggage capacity. Chauffeurs must be clean, courteous and suitably dressed. Provide functioning seat belts and legally required child restraints when confirmed, lawful climate control and a calm, safe environment. No smoking, alcohol, impaired driving, harassment, unsafe phone use or unauthorised passengers. Follow local traffic rules and never compromise safety to recover a delay.

6. Guest assistance and airport coordination

Arrive at the agreed time; track the flight when relevant; confirm terminal, meeting point and waiting arrangements. Chauffeurs open doors where safe, assist with luggage and offer appropriate assistance to passengers with accessibility needs. Protect belongings and report lost property immediately. Airport coordinators must follow the same presentation, privacy and white-label rules.

7. White-label presentation

Provide vehicles, chauffeurs, coordinators, greeting boards and guest-facing communication under the ECS Dubai identity or neutral presentation specified in the service order. Do not approach guests through Supplier-branded WhatsApp profiles, messages, business cards, promotional uniforms, QR codes or company-logo greeting boards. Use ECS-approved or neutral operational communication. Legally required markings, permits, identification and mandatory disclosures must remain visible; never conceal required information.

8. Service orders, changes and disruption

Confirm driver, vehicle, contact and meeting details by the deadline in the service order. No unapproved substitution, downgrade, subcontractor or itinerary change. Equivalent replacements require ECS approval and the same obligations. Notify ECS immediately of delays, breakdowns, incidents or complaints, assist with recovery, and supply an accurate report. Contact emergency services first where safety requires it.

Commercial and guest protection terms

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9. Confidential B2B rates

Provide discounted net B2B rates below your comparable public/customer or prevailing market prices for equivalent vehicle, route and inclusions. Clearly state currency, validity, vehicle class, service duration, mileage, taxes, tolls, parking, airport charges, waiting, overtime, accommodation, cancellation and no-show terms. There are no hidden charges. Extra services or increases require prior written ECS approval. Supplier rates and ECS guest prices are confidential.

10. Invoices, cancellation and settlement

Payment timing, credit terms, deposits, currency and any bank charges are agreed in writing before accepting a service order. Submit a valid invoice with the ECS booking reference and agreed completion evidence. Cancellation, no-show, amendment and refund conditions must be expressly agreed for each order; neither party may introduce new charges retrospectively. Notify disputed invoice items promptly and work to resolve them. No commission is promised under this Supplier agreement.

11. Non-solicitation and repeat bookings

For guests introduced by ECS, the Supplier must ensure its drivers, coordinators, sales staff and approved subcontractors do not solicit, divert or accept direct future bookings arising from that introduction during this agreement and for 12 months after the relevant ECS service, to the extent permitted by applicable law. Do not share direct sales offers, competing quotations or contact details for rebooking. A demonstrable pre-existing independent customer relationship is excluded, but ECS booking details remain confidential.

If an ECS guest contacts the Supplier or chauffeur after service, promptly inform ECS and refer the rebooking to sales@ecsdxb.ae. Respond directly only as needed for immediate safety, lost property or an authorised operational issue; keep ECS informed. This does not restrict a guest's legal rights or lawful complaints.

12. Confidentiality and personal information

Use guest contact details, itineraries and booking information only to deliver the authorised service. No marketing, resale, publication, guest photographs or unnecessary retention. Restrict access to personnel who need it, protect information, require equivalent obligations from subcontractors, notify ECS promptly of a suspected data breach and securely delete or return data when no longer needed, subject to lawful record-keeping requirements. Each party must comply with applicable data-protection law.

13. Responsibility and insurance claims

Each party is responsible for its own acts, omissions, staff and applicable legal obligations. The Supplier remains responsible for vehicle operation, driver conduct and approved subcontractors. Cooperate with documented complaints and insurance claims. Any recoverable loss or reimbursement must be supported by evidence and assessed under applicable law; no automatic penalty or unlimited indemnity is created by this agreement.

Acceptance and onboarding checklist

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14. Suspension, termination and unforeseen events

Either party may end future cooperation by written notice; serious safety, licensing, insurance, privacy or guest-solicitation breaches allow immediate suspension. Existing accepted bookings must be safely completed or transferred by written agreement. Accrued payment obligations survive. Events beyond reasonable control must be notified promptly; affected parties must mitigate disruption, and cancellation/refund treatment is agreed under the service order and applicable law.

15. Complete agreement and dispute resolution

This agreement and accepted service orders record the agreed scope. Changes must be confirmed in writing by authorised representatives. Mandatory transport, employment, insurance and consumer laws in the service country take priority. Otherwise the agreement is governed by UAE law as applicable in Dubai. The parties first seek an amicable resolution; unresolved disputes are referred to the competent courts of Dubai, unless mandatory law requires another forum. Unenforceable provisions do not invalidate the remainder.

Onboarding documents

Provide: company registration/trade licence; relevant transport permits; vehicle list with model years and registrations; evidence of commercial vehicle/passenger and driver insurance; service areas and chauffeur languages; operations/emergency contacts; and a dated B2B rate sheet with all inclusions. Do not send guest passports or payment-card details. Additional verification may be requested securely.

Commercial schedule - complete before accepting bookings

Rate sheet reference	Title / date / currency: _____
Payment terms	_____
Cancellation terms	_____
Operations contact	Name / phone / email: _____

Vehicle photos and authorisation

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16. Interior and exterior photographs

The Supplier will provide accurate, current interior and exterior photographs of the vehicles offered to ECS Dubai, identifying each vehicle model, model year and relevant configuration. Photographs must represent the actual offered vehicles or be clearly identified as representative. Do not include identifiable guests, private information or third-party watermarks without the necessary permission.

By signing this agreement, the Supplier grants ECS Dubai a non-exclusive, worldwide, royalty-free licence to store, reproduce, display, publish, distribute and adapt those supplied photographs for marketing the offered chauffeur services and securing bookings. Permitted adaptations include cropping, resizing, format conversion, obscuring private information and adding ECS branding or accurate promotional text. Permitted channels include ECS websites, social accounts, paid advertisements, online listings, email/WhatsApp sales materials, brochures and other online or offline promotional media. Authorised service providers may process the photographs only on behalf of ECS Dubai for those purposes. Copyright ownership is not transferred, and the legally protected rights of the author remain unaffected.

This permission applies during the commercial relationship and until withdrawn in writing. After written withdrawal, ECS will stop new use and remove controllable online uses within 30 days where reasonably practicable; existing printed materials and lawful internal records need not be recalled. Mandatory legal takedown duties take priority. The Supplier confirms it owns the photographs or holds sufficient written rights and releases to grant this licence, and will notify ECS promptly of a rights dispute or vehicle change.

Alternative written permission by email or WhatsApp

Before an agreement is signed, equivalent permission may be provided by an authorised Supplier representative by email or WhatsApp. It must identify the sender, Supplier and photographs and expressly approve the scope, purpose, territory and duration above. Merely sending photographs is not treated as permission. ECS retains the written approval with the photo records.

Suggested approval: "I, [name/title], am authorised for [Supplier legal name] and own or hold sufficient rights to the vehicle photos sent on [date/file list]. I authorise ECS Dubai to use and adapt these photos worldwide, royalty-free, on its website, social media, advertising and other promotional/sales channels to market these vehicles and secure bookings, under section 16 of Supplier Service Agreement v2.0, including its duration and withdrawal terms."

Signatures

For the Supplier	I am authorised to bind the Supplier and accept all five pages, including the photograph licence in section 16. Name / title: _____ Signature / stamp: _____ Date: _____
For ECS Dubai	Name / title: _____ Signature / stamp: _____ Date: _____

Return to: sales@ecsdxb.ae | +971 50 1521 962 | https://ecsdxb.ae/