

# ARROW

*Looking after  
the needs  
of our  
customers*



## *PRIVATE HIRE AIRPORT TRANSFER & CORPORATE SERVICE*

*The official Private Hire partner for*



Leeds Bradford  
Airport



Birmingham  
Airport



WANT TO UPGRADE TO A BUSINESS CLASS VEHICLE? **GROUP TRAVEL FOR EXTRA LUGGAGE?** WE ARE ON HAND TO ASSIST



# OUR STORY

*We pride ourselves on delivering our passengers a first-class, reliable airport transfer service, in a stylish and comfortable vehicle.*

Time flies in the world of airport transfers. From our first Airport operation at Leeds Bradford 11 years ago to our most recent airport Newcastle International, we are proud to have transported over 20 million airport passengers since our very first journey at a few minutes past midnight on January 1st 2008.







*“We are proud to have transported over 20 million airport passengers since our very first journey”*

As specialists in airport operations Arrow are proud to be the trusted Private Hire partner for, Leeds Bradford, East Midlands, Birmingham, Bristol and Newcastle International Airports.

Our high-quality fleet provides customers with choice and includes Hybrid, Estate, Executive and 5-8 passenger vehicles ideal for group travel and large luggage requirements.

Our team of drivers are professional, smartly presented and expertly trained in customer service. Additionally, at each of our airports we provide a fully staffed booking desk located in or near to the Arrivals Hall. Our Customer Service Agents are available to speak with you over the phone or at our desk, 24/7.

*Arrow are the only Private Hire company to deliver exclusive pick up and drop off points on the terminal front.*



# WHY ARROW CARS? WHY PRE-PAID?



*Exclusive pick-up and drop-off at the terminal doors*



*EVERY FARE is a fixed fare*



*Specialist in airport transfers  
- we are trusted by our customers to deliver*



*Environmentally friendly fleet*



*Safe, smart & professional drivers*



*Variety of booking methods including  
our recently introduced self-service kiosks*



*Discount for return journeys*



*We are here for you 24/7*

*You have peace  
of mind when  
travelling with  
Arrow Cars*

*We pride  
ourselves on  
QUALITY*





# A NUMBER OF WAYS TO BOOK

brand  
new  
website



## DESK

We have a desk at each of our airports manned 24/7. **WE ARE HERE TO HELP.**



## PHONE

### Leeds Bradford Airport

0113 258 5888

### Newcastle International Airport

0191 244 9966

### Bristol Airport

01275 475 000

### East Midlands Airport

0115 956 5757

### Birmingham Airport

0121 389 4466



## ONLINE

*Book online via our brand-new website*  
**[www.arrowcars.co.uk](http://www.arrowcars.co.uk)**

Get a quote for each of our vehicles and book and pay for your journey online.

If your journey starts at one of our airports or any other airport, all flights are monitored. Just select the airport you are travelling from and we will do the rest.



## APP

The quickest and simplest way to book. Our app offers a whole host of benefits including priority bookings and push notifications for journey updates. Also, promotional codes are available saving you money on future journeys.



## SELF SERVICE

Self-service machines are also available, allowing customers to process their own bookings or check in pre-booked journeys, negating the need for you to visit our desk.



# SPECIALISTS IN AIRPORT OPERATIONS

*Exclusive airport transfer service*

Our unique airport transfer service, with exclusive pick up and drop off points, allows us closer access than any other company to the terminal door. Further, our latest satellite and flight tracking technologies allows us to monitor your flight.





*“With exclusive pick up and drop off points we can deliver you closer to the terminal door than any other company,”*



We all know that airport travel can be stressful at the best of times, so let us help ease some of that with our exclusive airport transfer service.

All of our airport journeys are a fixed price with no additional supplements such as car parking charges and waiting time charges. Our pre-paid system provides passengers with peace of mind, irrelevant of the route taken or the time of day/night, the price is the price.

Our 'I've Arrived' service allows you to notify our team via clicking a link in your booking confirmation once you have collected your case. We also provide our 'I've Arrived' service through our self-service kiosks located within the terminal.

#### **Booking with us is quick and simple**

There are a variety of different ways to book with us. Our mobile app is the quickest and simplest way to book, however the option to call us, visit our airport desk and our website are also easy. Additionally, we also have self-service machines available at Newcastle, Birmingham, and Leeds Bradford Airports.

Whichever way you prefer to book your transport, we're here to accommodate you.

We have operators working 24/7 waiting to help you with your booking enquiry.





# OUR AIRPORT DESKS

*Manned 24/7 - a truly  
seamless service*



*Extra luggage?  
No problem.*



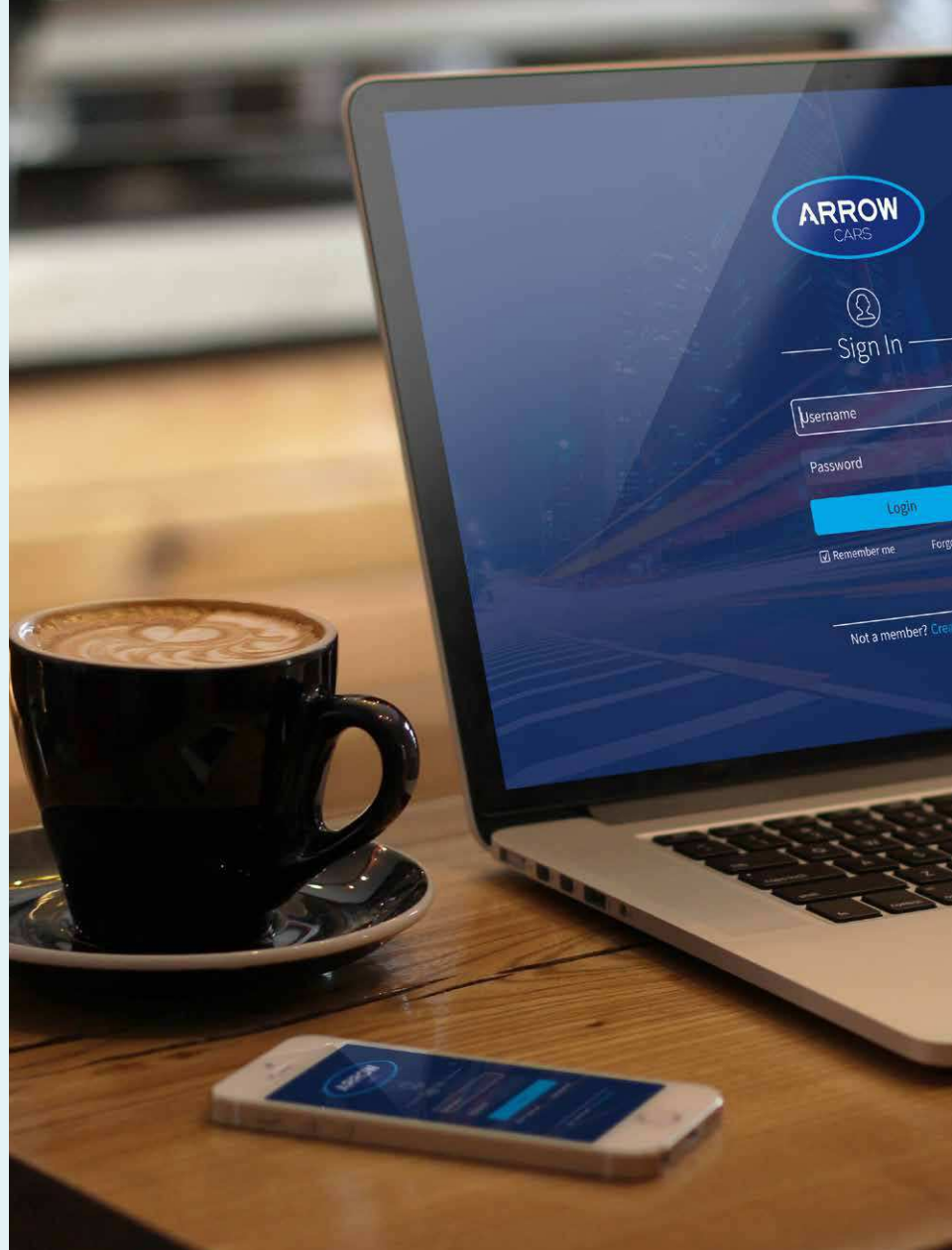
- 1 East Midlands Airport
- 2 Birmingham Airport
- 3 Bristol Airport
- 4 Leeds Bradford Airport
- 5 Newcastle International Airport







*We are here to help*



# SETTING THE STANDARDS IN CORPORATE TRAVEL

*We understand the importance of getting to business meetings safely and on time, this is why our corporate bookings take the highest priority to allow us to deliver an exceptional service.*







24/7  
SUPPORT



PRIORITY  
SERVICE



TRAINED,  
HAND PICKED  
DRIVERS



**We are proud to share a rich and long history with the corporate world.**

As a corporate customer you will be assigned a highly experienced account manager and given access to our online account portal. Your account manager will ensure all of your business needs are met, on time every time, and access to the online account portal gives you full control of your travel, giving you visibility of all historical, live and future bookings with us.

We demand the highest quality of service from all of our drivers across all bookings. All our drivers have been through

extensive training, thorough background checks and are security vetted and insured for your safety.

We'll transport your people quickly, safely and in considerable style in one of our executive vehicles and you can rest easy knowing your driver will be well presented, professional and courteous at all times.

Wherever your business travel takes you across the UK we will transport you from any of our locations to anywhere in the country. To take advantage and find out more, contact us today:

[corporate@arrowcars.co.uk](mailto:corporate@arrowcars.co.uk)



# TESTIMONIALS

*What our clients say about our service*



"The University of Nottingham Health Service have now worked with Arrow for a year. During this time they have proved to be an exceptionally reliable and flexible partner for us, delivering an excellent service at a realistic cost."

**NHS Nottingham**



"Into have worked with Arrow for over 6 years. As the official taxi company at the airport, they deliver a superb passenger experience for our students."

Their drivers are professional and smart, always welcoming our students in a friendly manner."

**Into**



"CMAC have worked with Arrow across the UK for over 9 years, providing a professional high quality, pre-planned and on demand transport solution for our customers."

With a nationwide fleet in excess of 750, it is fair to say that Arrow provides the ultimate flexibility"

**CMAC**



**GroundScope**

"Groundscope have worked in partnership with Arrow across it's UK operations, delivering a professional, high quality transport solution for our clients for over 8 years."

Their 24/7 call centre staff are of the highest quality, always wanting to go that extra mile to deliver our often-demanding requirements."

**Groundscope**

*Some of our account customers:*






# YOUR SAFETY IS OUR PRIORITY

*The safest drivers around*



**We want all of our passengers to feel nothing but safe whilst travelling with Arrow. This is why we regularly put not only our drivers, but also all of our vehicles through a number of stringent checks.**

We demand the highest standards of our drivers and to be part of the Arrow Cars team our drivers are thoroughly vetted and given extensive customer service, driver and navigation training. We are the only Private Hire company to put our drivers through enhanced background security checks, over and above the standard.



Our fleet is fully insured and maintained to the highest standards and all vehicles are licensed by the relevant councils.



Call us, email us and write us a review, feedback is very important to allow Arrow to continue to evolve.



Our drivers are well prepared and ready for any situation that may arise which is why they go through first aid, safeguarding, dementia awareness and security training so you are sure to be taken care of.



Our airport staff undergo intensive customer service training to ensure we provide you with an excellent service.



Our Birmingham Airport Fleet

# OUR FLEET

*Our large fleet allows us to deliver an efficient Private Hire offering across our business and includes saloon, estate, executive cars and 5-8 passenger vehicles, ideal for group travel.*

**We are committed as a business to delivering a high-quality fleet, balanced with our commitment to minimising our environmental impact.**

Our vehicles are carefully and regularly maintained to the highest standard. We can guarantee you a comfortable journey with one of our smartly dressed and courteous drivers in a safe and secure environment. All you have to worry about is sitting back, relaxing and enjoying the ride.







*Upgrade  
to an executive  
vehicle*

For more information visit  
our website or speak to a  
member of the team

*Our Jaguar XF Estate is  
available at our Newcastle  
Airport location.*



*Our executive Mercedes  
E-class estate vehicle*



*One of our Mercedes Vitos*

# OUR VEHICLES

Offering our  
customers  
choice

*Arrow Cars embraces a vast array of vehicles, making your journey to any given destination far more pleasurable. Our vehicles include the spacious Mercedes Vito, the eco friendly silent Toyota Auris/Corolla or our ultra-smart premium range, including the Mercedes E Class and Jaguar XF Estate.*



## *Mercedes E-class*

*Available at Leeds Bradford Airport, Birmingham Airport, Bristol Airport and East Midlands Airport*

- 1-4 passengers
- Climate control
- Luxury leather interior



## *Jaguar XF*

*Available at Newcastle Airport*

- 1-4 passengers
- Ambient interior lighting
- Luxury leather interior



## *Toyota Auris & Corolla*

*Available at all our airports*

- 1-4 passengers
- Eco friendly
- Silent electric drive



## *Mercedes Vito*

*Available at all our airports*

- 1-8 passengers
- Climate control
- Luxury leather interior





# DRIVER CONNECT

*Seamless two-way  
communication between  
you and your driver*

## **The safest way to communicate with your driver**

"Driver Connect" offers a safe and easy way for you to communicate with your driver if you need to. In advance of your journey with us we will send you all of your driver's details, including vehicle registration number and vehicle details.

Driver Connect provides seamless two-way communication between you and your driver enabling you to chat with your driver securely on a withheld number. All of our calls are recorded for training and monitoring purposes and all numbers are hidden.



## TRACK YOUR TAXI & SHARE MY RIDE

*"Track my Taxi"  
is a service which  
enables you to track  
your vehicle in real-  
time; online, via the  
app and with SMS.*

Whilst travelling with us you can also share your live-location with friends or family so they can track your whereabouts, giving your loved ones that extra bit of reassurance that you're OK.





## SPECIAL EVENTS

*Whether you are entertaining clients, holding a conference, need your transport arranged for a meeting/special event or simply want to travel to your destination in comfort and style. Arrow Cars can provide you with full corporate transport from our executive fleet of vehicles.*



**As a customer you will receive the highest quality corporate travel service, managed by a team of highly trained and customer focused people.**





## CORPORATE

**With a Business Account, you can be assured that your executives, CEOs and clients will be very well looked after.**

With a comprehensive fleet of vehicles, you will get exactly the right car for the job. From prestigious Mercedes-Benz E-class, Jaguar XF estates and MPV vehicles, you can choose precisely the right vehicle, to fit with your company ethos. Helping you move your people safely, comfortably and in considerable style.

With simplified booking procedures, along with helpful and dedicated account managers you can stay in control of your business travel requirements.

Our pricing structure allows us to deliver high quality service at competitive rates.

All our drivers are licensed professionals. Relax, you're in good hands.

## TRAVEL IN STYLE

**Unparalleled levels of service for a surprisingly affordable price.**

From the NEC to Wimbledon or for a trip to the theatre to watch a spectacular show, whichever event you need to attend our fleet of cars will also ensure you arrive in style and on time.

The finest selection of vehicles – coupled with the best drivers in the business – makes Arrow your ultimate travel solution.

Our experienced and dedicated head office team will always 'go the extra mile' for all our customers and deliver a very personal and professional service. Call or contact us today to find out how Arrow can make your travel arrangements run smoothly.





OFFICIAL PRIVATE HIRE PARTNER FOR



**Leeds Bradford**  
Airport



**Birmingham**  
Airport



*arrowcars.co.uk*  
*hello@arrowcars.co.uk*

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