



## Welcome to OZ Swiss!

OZ Swiss provides first class services, which guarantee that everything runs smoothly during your stay in Switzerland – should you travel on business or privately.



### More than a transfer Travel in comfort, luxury and style

Our prime [Limousine Services](#) are tailored to meet the high expectations of our clients traveling in luxury and style.



### Let us take over We provide everything you may need

We offer a wide range of [Guest Relations Services](#) to spare you time and make your life easier.



### We keep you organised Health care with optimised schedule

Our [Health Care Management](#) service takes over organisation and administration and cares of you and your family as well.



### Professional solutions Settle down without complications

Our [Relocation Services](#) ensure that your move runs smoothly and help you getting comfortable at your new residence.

**Sit back. Trust our service.**



## Philosophy

OZ Swiss always puts the interests of its clients first. Our commitment to taking no commission ensures that every time a client asks for suggestions on restaurants, shops, products or anything else, our recommendations will be based solely on their needs and preferences.

We are also committed to making the collaboration for our clients as pleasant and efficient as possible – fast response and flexibility are top priority for us. During workday office hours our back office processes inquiries immediately, while our call centre can help you with basic information or by forwarding messages 24 hours a day. You can easily follow the order status via the online booking system and check or change the details anytime\*, from anywhere. The system also sends notification emails automatically to make sure you have all the information you may need.



*\* Orders can be placed or modified by the users themselves 2 days before they are due at the latest. For changes at short notice please contact our customer service.*

OZ Swiss upholds and maintains high standards not only in providing the best service for our clients but also as a modern company taking interest and participating in the community it belongs to. As such OZ Swiss is a regular sponsor of the Red Cross Gala at The Dolder Grand in Zurich. In association with many Senior Residents' Homes OZ Swiss also sponsors transportation services to and from culture events for the elderly on a regular basis. Incidentals are purchased from public social aid institutions focused on working with handicapped people.

Environmental protection is also of high importance to us. In order to reduce the environmental footprint of the company, OZ Swiss cooperates with [myClimate](#) and takes part in carbon offset projects. Thus, all transports provided by us are carbon neutral. Cleaning facilities used for washing and maintaining the fleet are in compliance with high ecological standards as well.

OZ Swiss operates under strict Integrity Guidelines covering among others data handling, employment practices, environmental responsibility and respecting human rights.

## Limousine services

OZ Swiss' Limousine Service offers you more than a simple transfer: you will not only travel safe and comfortable, but also can rely on our chauffeurs as your local personal assistant.

All of our drivers are licensed and registered as professional chauffeurs by the city of Zurich and are highly trained in first aid and road safety. They are bound to repeatedly absolve courses in these fields in order to maintain their knowledge and skills at a high level. Due to Guest Relations trainings\* our chauffeurs are also skilled in client management and communication. All of them are fluent in English and German, while some may speak other languages as well. Furthermore, they have extensive local knowledge so they can suggest restaurants, shops or places of interest according to the needs and wishes of their clients. They are even able to provide basic IT support.

*\* Exceptions regarding the GR training may occur during events where a high number of personal is needed simultaneously (i.e. WEF).*



The OZ Swiss fleet consists of elegant and luxurious vehicles that offer excellent conditions whether for work or relaxation. Long versions ensure more space and comfort while WiFi on board makes it easy to stay entertained and keep in touch with colleagues, friends or family. Bottled water is always available in the cars. Upon request, additional soft drinks and international newspapers can be provided, free of charge. During roadshows longer than 8 hours a day delicate sandwiches are served as well.



Standard limousines and business vans can be booked for the same price and will be at your disposal within a maximum of two hours in the area of Zurich and Zurich Airport. Of course we will do our best to comply with every request we may receive and provide a car as soon as possible.

Special vehicles including high end cars (i.e. Rolls Royce, Bentley, Maybach), GMC people carrier, buses, armoured cars etc. are available upon special request. Flights by helicopter or private jet can be organized as well. Please [contact us](#) for further information.

## Our fleet

### Supreme model:

- Mercedes Maybach, 4matic Model 2016  
(max 3 passengers with hand luggage and 2 large or 3 medium sized suitcases)

### Standard limousine:

- Mercedes S Class Long Version, 4matic Model 2015  
(max 3 passengers with hand luggage and 2 large or 3 medium sized suitcases)

### Business Van:

- Mercedes V Class extra-long Version, 4matic 2015  
(max 7 passengers with luggage and hand luggage)

## Guest Relations Services

We offer Guest Relation Services in combination with Limousine Services or on an individual basis. With our services your stay in Switzerland will be even more enjoyable and memorable. If you are only visiting here, we willingly arrange the hotel bookings for you\*. When moving to Switzerland, we can assist you during and also after relocation in all private matters (see [Relocation Services](#) for details). We offer help with importing or buying vehicles and can provide a dedicated chauffeur as well. We are also pleased to take care of your children staying in Swiss boarding schools.



*\* Ask for our hotel rates in Zurich, especially for short notice visits. Our rates are most competitive with those of online travel agencies.*





Once you are in Switzerland, we can run errands like getting your clothes cleaned, calling a repairman or anything else you should require so you can fully concentrate on your duties. Should you face technical difficulties, our last minute IT support is always there for you to call. When hosting events, we offer assistance from the planning phase to the full organisation. We are happy to take care of your own car as well, arranging cleaning, maintenance and managing all paperwork needed.



We can also make sure that your leisure time is spent well: we are able to organise various activities like ski courses, shopping trips, fondue dinners and many more. For those interested in sightseeing, we provide short trips with our chauffeurs or even tours for more days with professional tour guides. Ask your chauffeur or our customer service about our seasonal offers.

### **Personal Protection**

The need of protection has definitely increased recently. OZ Swiss helps to find quality security services to keep important people safe at all times.

Our trusted partners are able to provide simple or more complex personal security solutions. Should you need protection during travelling or at your home, your safety will be ensured by reliable, highly skilled and trained professionals. Armoured vehicles and executive drivers are available as well.

A risk assessment will be carried out at a personal meeting for every request, held at a place of the client's choice. We are also ready to travel abroad if needed. Based on the risk assessment, a personal protection plan will be drawn up, tailored to your specific situation and guaranteeing that you feel safe and comfortable during your trip and stay in Europe.

### **Health Care Management**

Are you planning a health check-up or a surgical procedure in Switzerland? Our Health Care Management service is specially devised to make your travels and lodging as carefree as possible so you can focus entirely on your health and recovery.

OZ Swiss helps you not only with the organisation, but with administrative tasks as well. We can contact clinics and specialists and arrange all appointments needed. Your schedule will be designed to be as compact as possible, remarkably reducing the time needed for the procedure. We will handle your medical records confidentially and forward them to you and the medical partners.

OZ Swiss can also take care of hotel reservations for you and your companion and offers Guest Relation Services to make your stay more pleasant.

Upon request, we happily suggest you institutes and specialists we trust.

### **Relocation Services**

Relocation can be exhausting and very stressful, especially when the whole family is moving. When you are moving to Zurich, OZ Swiss can support you to make sure everything runs smoothly and will strive to spare you and your family members as much stress as possible.



From the organization of shipping and storage through the administration to finding and furnishing your home, OZ Swiss stands by your side. We also offer assistance with importing vehicles and choosing the appropriate school or kindergarten for your children. We will help you with any further need or wish to allow you to get comfortable at your new home.

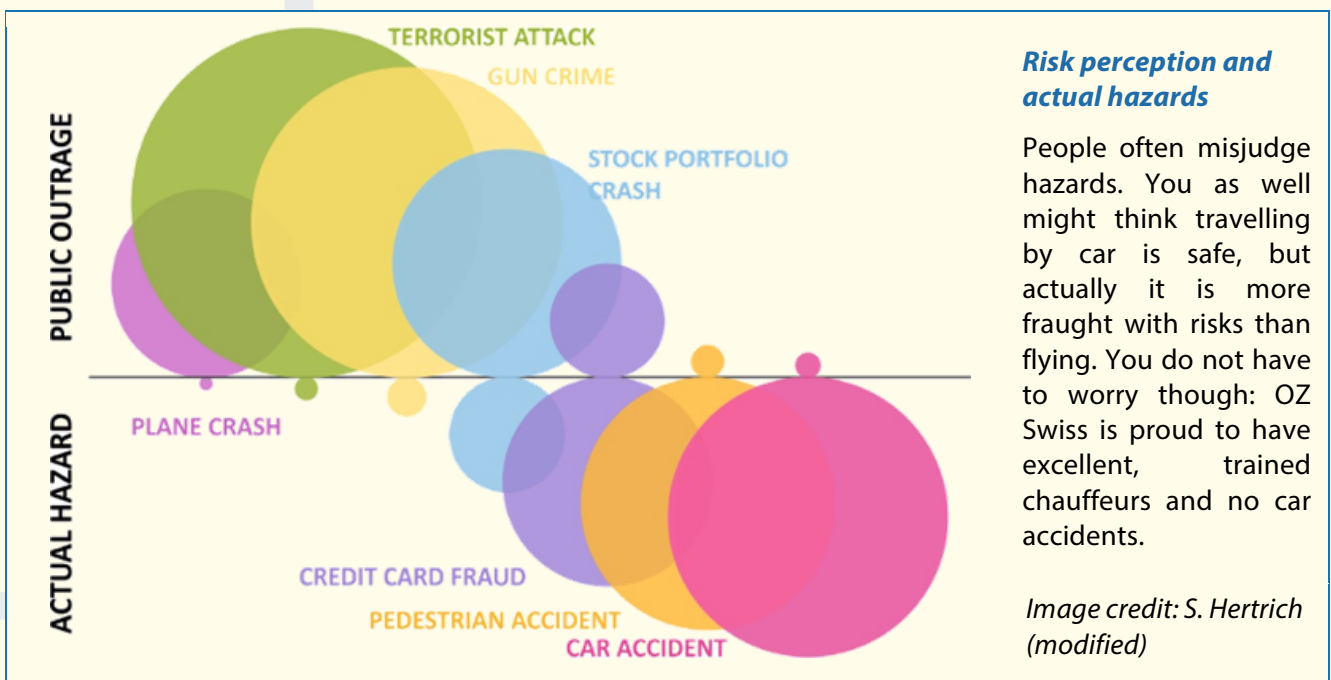
## Staying safe with OZ Swiss

Many frequent travellers know by their own experience that unwanted events like small accidents or a stolen wallet may often occur during travelling, causing annoyance and sometimes even ruining your schedule and stay.

Therefore, OZ Swiss strives to minimize the probability of such unwanted events, applying the following precautionary measures:

- We work exclusively with licensed, fully professional drivers, trained in first aid and road safety.
- All drivers have airport badges and thus regularly undergo background checks including a criminal history record check.
- We also provide service for ambassadors and even for heads of state, thus our staff is checked from time to time by secret services as well.
- All helicopter transports are made with twin engine helicopters.
- All vehicles are equipped with new tires twice a year (winter and summer tires) and serviced exclusively at licensed Mercedes and Audi garages.
- OZ Swiss cooperates only with sub-contractors meeting the safety requirements listed above.

With OZ Swiss you are safe even after you have left the plane. We maintain your security policy for the entire time of our service and can provide personal protection when requested. OZ Swiss is in possession of a company liability insurance.



### Risk perception and actual hazards

People often misjudge hazards. You as well might think travelling by car is safe, but actually it is more fraught with risks than flying. You do not have to worry though: OZ Swiss is proud to have excellent, trained chauffeurs and no car accidents.

*Image credit: S. Hertrich (modified)*



Beside the personal safety of our guest, the protection of data privacy and data backup is crucial for us as well. Thus, our online booking system runs on a secure server located in Glattbrugg (Switzerland). Our partner for data security: [Huanga IT](#).

## Pricing & payment policy

### Standard prices

Prices of Limousine Services are calculated with fix base fares to be paid for the distance travelled and/or for the waiting time depending on the nature of the order. For standard limousines and business vans, rates by distance are set as 7 CHF/km and 135 CHF/hr for additional waiting time, while rates by waiting time are set as 150 CHF/hr. For supreme models, the prices are 8 CHF/km resp. 180 CHF/hr. Waiting times include a travel distance of 20 km for every hour. Additional kilometres will be charged with a rate of 3 CHF/km. In every case, prices are calculated both by distance and waiting time, the lower being invoiced. Please note that our garage located near Zurich Airport is considered as the starting point for all orders. For every pickup, the car will be at the given address 10 minutes before pick up time.

### Airport Services

For flights with private jets services are charged by waiting time, counted from the pick up time set in the order.

For commercial flights, transfers from or to the Airport Zurich within the Zurich area are offered for flat rates\* as follows:

- |   |         |
|---|---------|
| • Arrival with a destination within 15 km radius (2 hrs)    | 210 CHF |
| • Arrival with a destination within 25 km radius (2.5 hrs)  | 290 CHF |
| • Business arrival/departure (no checked-in luggage, 15 km) | 150 CHF |
| • Departure with a pick up within 8 km radius (1.5 hrs)     | 160 CHF |
| • Departure with a pick up within 15 km radius (2 hrs)      | 210 CHF |
| • Departure with a pick up within 25 km radius (2.5 hrs)    | 290 CHF |

*\* Flat rates only apply to transfers with a standard limousine or business van. Airport services carried out with a supreme model will be charged as a regular booking.*

Service by arrivals includes the chauffeur waiting at the baggage claim with a name board and helping with your luggage. In case of business arrivals, we await you or your guests in the arrival hall just after customs. Our team will regularly check flight information for scheduled flights and the pickup time will be adjusted accordingly. This means that delays on commercial flights do not incur additional charges.

An order can be cancelled free of charge two days before it is due at the latest. In the case of cancellation on the previous day until 20:00 (CET) a cancellation fee of 50% of the value of the order will apply. For cancellations after this deadline the full price of the order will be charged. Waiting times are charged by whole hours.

Please contact us for individual pricing for special vehicles, Guest Relation Services, Health Care Management, Relocation or Security Services, long-term orders of limousine services or orders with special security requirements. It will be our pleasure to provide you with an offer.

All prices given here and in our offers include 8% VAT (if not specified otherwise).



## Discounts

We offer various discounts for our customers when booking our Limousine Service, according to the followings:

- 3% discount for every customer [registering](#) in our online booking system
- 3% for ordering online
- 10% with a frame contract
- additional discount after volume of orders.

Please note that the above-mentioned discounts are valid only by bookings for standard limousines and business vans. Clients with a frame contract may get a discount for the supreme model as well.

## Frame contract

Signing a frame contract not only grants a remarkable discount, but offers other benefits as well. For clients with a frame contract waiting time will be charged in 15 minute increments instead of per hour. In addition, for every hour of waiting time a transfer of 10 km is included, which is taken into consideration when calculating the transfer price. Furthermore, cancellations can be made free of charge before 20:00 (CET) one day before the order is due. In the case the car can be resold for the time it was reserved, no cancellation fees will be charged at all.

## Booking, Order processing, Invoicing

Inquiries for Limousine services can be submitted by phone, by email or through the online booking system. We strive to process inquiries and send an offer within one business day. The order can be placed by accepting the offer via the booking system or by email. For both cases, a confirmation email will be sent out to the contact person. They will be also notified by email about every change in the order.

The driver will be assigned on the evening before the order is due and a mobile phone number will be provided so that the driver can be contacted directly if necessary.

After the order is carried out, pricing will be reviewed and, if required, adjusted to the service actually provided. Changes will be discussed with the contact person in every case and a new offer may be made as well.

The invoice is issued immediately after an order is finished, except for orders to be paid by bank transfer or when otherwise arranged for in the frame contract.

## Payment

We accept all major credit cards (American Express, Visa, MasterCard, Diners Club International) with no additional fees to be charged. Swiss companies and partners with frame contract will receive an electronic invoice by email. By clicking the "Pay now" function located in this email, the invoice can be paid by bank transfer or credit card. Paying on site is possible as well, either with cash or with credit card.

OZ Swiss also offers voucher sets and gift cards, both in the form of a credit card. Clients can take these cards for their personal use or leave them in our office. In the latter case, our team will use the card for paying bookings until the prepaid sum is depleted. The balance can be checked online.



## Sub-contractors

OZ Swiss is dedicated to provide top service for each and every client. In case we need to work with a subcontractor to fulfil an order, we guarantee that they comply with our high service standards.

Any subcontractors that might be used by OZ Swiss are therefore carefully handpicked, certified and continuously monitored to maintain the desired level of service.

Should a transport be carried out by a subcontractor, a mobile phone number of the driver assigned will be still provided.

## Terms and Conditions

You can find our Terms and Conditions on our homepage [here](#).

## Contact

### Web

- Homepage [www.oz-swiss.ch](http://www.oz-swiss.ch)
- Online booking system <https://booking.oz-swiss.ch/>

### Telephone

- Headquarters 0041 44 364 0004

### Email

- Limousine Service [ls@oz-swiss.ch](mailto:ls@oz-swiss.ch)
- Guest Relation Services [gr@oz-swiss.ch](mailto:gr@oz-swiss.ch)
- Health Care Management [hc@oz-swiss.ch](mailto:hc@oz-swiss.ch)
- other inquiries [info@oz-swiss.ch](mailto:info@oz-swiss.ch)

### Address

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