

Luxury Compliance & Service Standards

Premium Ground Transportation Standards

Colombo Transport is committed to delivering a consistently high standard of luxury, safety, professionalism, discretion and operational excellence across every journey. These standards provide a framework for vehicles, chauffeurs, reservations, guest handling, safety, communication and service delivery.

1. LUXURY SERVICE COMMITMENT

Every journey should represent the Colombo Transport standard from the first enquiry through the final drop-off. Our service philosophy is based on five principles: **Safety, Punctuality, Discretion, Comfort and Personalized Service**. Luxury is not defined by the vehicle alone; it includes professional presentation, proactive communication, attention to detail, privacy and smooth coordination.

2. FLEET & VEHICLE STANDARDS

Vehicles assigned to premium services should be clean and professionally presented inside and out, fully air-conditioned, comfortable, free from unpleasant odors and unnecessary personal items, appropriately maintained and suitable for the confirmed passenger and luggage capacity. Required operating documentation should be maintained. Where reasonably possible, backup arrangements and a comparable or higher-category replacement should be available for unexpected vehicle unavailability.

3. PROFESSIONAL CHAUFFEUR STANDARDS

Chauffeurs are expected to maintain professional appearance, punctuality, courteous conduct, guest privacy, safe and smooth driving, and clear communication. Chauffeurs should avoid unnecessary phone use, loud conversation, inappropriate music, smoking, eating or behavior that may compromise the passenger experience.

4. PRE-JOURNEY VEHICLE INSPECTION

Before dispatch, the assigned vehicle should be checked for exterior and interior cleanliness, air-conditioning, fuel level, tyres and basic safety condition, passenger seating, luggage space, required documentation, complimentary water where included, chauffeur presentation and correct pickup and destination information. Identified issues should be resolved before dispatch whenever reasonably possible.

5. PUNCTUALITY STANDARD

Punctuality is fundamental to luxury transportation. For scheduled services, the chauffeur should normally be positioned at the designated pickup point **at least 10 minutes before the confirmed pickup time**, subject to airport, hotel, venue, security and access restrictions. For airport transfers, supplied flight information should be monitored where applicable.

6. AIRPORT ARRIVAL SERVICE STANDARDS

Depending on the confirmed service, airport arrival arrangements may include flight monitoring, Meet & Greet, personalized name signage, luggage assistance, chauffeur coordination, premium vehicle positioning, complimentary mineral water, toll and parking arrangements where included, direct transfer and optional Fast Track or VIP airport assistance. Guests should receive clear meeting-point and emergency-contact instructions.

7. VIP & VVIP SERVICE STANDARDS

VIP and VVIP movements require enhanced attention to privacy, timing, presentation, communication and operational coordination. Where appropriate, arrangements may include dedicated supervision, restricted sharing of passenger information, discreet chauffeur conduct, backup planning, security coordination and communication with authorized representatives only.

8. CORPORATE & DIPLOMATIC STANDARDS

Corporate executives, diplomatic missions, government delegations and official guests require a particularly high level of professionalism. Our approach emphasizes **Discretion, Punctuality, Professional Conduct, Controlled Coordination, Confidentiality and Reliable Communication**. Reasonable client protocols and security procedures supplied in advance should be incorporated into operational planning where possible.

9. GUEST WELCOME & ASSISTANCE

Chauffeurs should greet guests courteously and assist with luggage where appropriate. Door assistance should be offered where practical, particularly for VIP guests, elderly passengers and guests requiring assistance. Communication should remain respectful and professional without unnecessary conversation unless welcomed by the passenger.

10. ONBOARD EXPERIENCE

The passenger cabin should provide a quiet, clean and comfortable environment. Air-conditioning should be adjusted to passenger preference where practical. Music should remain off or unobtrusive unless requested. Complimentary bottled water, where included, should be sealed, clean and appropriately presented.

11. SAFETY & LEGAL COMPLIANCE

Vehicles and chauffeurs used for commercial passenger services should comply with applicable Sri Lankan operating and road-transport requirements, including relevant vehicle registration, permits, insurance, chauffeur licensing, capacity restrictions, roadworthiness, maintenance and traffic regulations. **Safety takes priority over schedule pressure or guest requests.**

12. PRIVACY & CONFIDENTIALITY

Passenger identity, itinerary, accommodation, meetings, business activities, personal conversations and travel arrangements should be treated as confidential and used only for legitimate operational purposes. Additional confidentiality arrangements may be implemented for sensitive VIP, diplomatic, corporate or private movements where agreed.

13. RESERVATION & OPERATIONAL COORDINATION

Confirmed reservations should clearly record essential information including guest name, contact details, service date, pickup time, pickup location, destination, flight details, passenger count, luggage requirements, vehicle category and special requests. Complex movements should include documented operational instructions shared only with relevant personnel.

14. CHAUFFEUR & VEHICLE INFORMATION

Where operationally practical, chauffeur and vehicle details should be provided to the client or authorized coordinator in advance of the service. Last-minute operational substitutions may occasionally be required; updated information should be communicated as soon as reasonably possible.

15. COMMUNICATION STANDARDS

Client communication should be prompt, professional, accurate and courteous. Booking requests, amendments, cancellations, flight changes, delays and operational issues should be acknowledged and coordinated through authorized channels. Important movements should maintain appropriate communication between operations, chauffeur and designated client coordinator.

16. SERVICE RECOVERY & BACKUP PROCEDURES

In the event of a vehicle issue, significant delay, chauffeur emergency, road disruption or other operational problem, the priority should be to **Identify - Communicate - Resolve - Replace - Follow Up**. Where reasonably possible, a suitable replacement vehicle or alternative arrangement should be deployed promptly while keeping the guest or authorized coordinator informed.

17. PARTNER & HOTEL SERVICE STANDARDS

When providing transportation on behalf of luxury hotels, DMCs, travel advisors, airlines, corporate organizations or other partners, our team should respect agreed service procedures and brand expectations. Specific SOPs, guest-handling requirements, quality standards or service protocols supplied by the partner should be incorporated into operational briefings where reasonably possible.

18. MICE, WEDDING & GROUP TRANSPORTATION STANDARDS

Large-scale movements require additional planning. Depending on the project, this may include vehicle allocation schedules, chauffeur briefings, airport arrival manifests, hotel movement schedules, event transport plans, vehicle staging, group coordinators, communication procedures, backup resources, guest identification systems and departure management. A dedicated operational coordinator may be assigned where appropriate.

19. QUALITY CONTROL

Service quality should be monitored through operational checks, guest feedback, partner feedback, vehicle inspections, chauffeur performance reviews and incident reporting. Recurring service issues should be reviewed and corrective measures implemented where appropriate.

20. OUR SERVICE PROMISE

Every Colombo Transport journey should reflect our commitment to **Premium Vehicles, Professional Chauffeurs, Safe Transportation, Punctual Service, Discreet Guest Handling, 24/7 Operational Support, Personalized Attention and Reliable Coordination.** From an individual airport arrival to a complex VIP delegation or international event, our objective is a seamless, comfortable, safe and professionally managed transportation experience.

THE COLOMBO TRANSPORT STANDARD

Safety. Discretion. Punctuality. Comfort. Excellence.