

What is the VIP CARD?

By joining the TotalServ family, you are offered a variety of exclusive services through our exciting VIP card! This card is obtained with the purchase of your new vehicle with our partnered dealers. With expanding locations in four major U.S. cities, (Miami, Orlando, Houston and Los Angeles) the TotalServ VIP card offers the following luxury services:

OIL CHANGE • DRIVER MAINTENANCE
LUXURY TRANSPORTATION • AIRPORT TRANSFER
YACHT SERVICE • DESIGNATED DRIVER
PRIVATE CHEF SERVICE • BREAKFAST IN BED



Activation and Reservation

ACTIVATION OF THE CARD IN APP:

- STEP 1: the client must download the TotalServ Florida app in app store or google play.
- STEP 2: the customer enters the app and presses the icon of the dealer or establishment that they got the card from, enters the information in the system and activates the services.
- STEP 3: the client receives a notification via email or text informing him/her that the card has been activated.
- STEP 4: the client can make the reservation of the service needed and has for benefit.

ACTIVATION OF THE CARD ON THE WEBSITE

- STEP 1: Enter web page www.mytotalserv.com.
- STEP 2: The customer enters the icon of the dealer or establishment that they acquired the card from, enters the information they got the card from, enters the information in the system and activates the services. If the dealer or establishment logo is not found you can go directly to activate my card and follow the easy steps to become a VIP card member.
- STEP 3: the client receives a notification via email or text where the card has been activated.
- STEP 4: The client can make use of their benefits and start using one of their 8 services.

BOOKING THROUGH APP

- STEP 1: the client enters the reservation icon according to the dealer or establishment, selects the service required and provides their customer information so our customer service team can contact them.
- STEP 2: the client establishes the day and time of the service and makes the reservation.
- STEP 3: A notification will be sent with the reservation for the requested service, also the information of the personnel who will provide the service. There will always be communication with customer service regarding your reservation.

BOOKING THROUGH THE WEBSITE

- STEP 1: the traveler enters the icon, makes a reservation, completes the information and writes the service required along with the date and time that he/she needs it.
- STEP 2: the traveler receives a notification of the reservation as well as the information of the personnel that will provide the service. There will be communication with customer service regarding your reservation at all times.

CHEF SERVICE



Need catering for a private event? TotalServ's VIP card can provide chef services for food preparation. Important details are:

- ▣ Service is provided Monday through Sunday
- ▣ Hours from 8 a.m. to 12 p.m.
- ▣ This service includes three free hours. Any additional hour is charged at \$50 each.
- ▣ All ingredients must be purchased by the customer. In advance, the customer must indicate their desired menu, of which the chef may recommend a list of ingredients to be bought prior to the chef's arrival.
- ▣ Service offered ONLY in Miami Dade - Broward County.
- ▣ Service must be booked 72 hours prior to the event.

AIRPORT TRANSFER



With the TotalServ VIP card, transportation to and from the airport is now easier than ever. Travel can be stressful enough as it is, and TotalServ wants to help alleviate that pressure.

- ▣ Service is provided Monday through Sunday
- ▣ That customer has the option to use their own vehicle, or one can be provided for them. If the customer chooses to use their own vehicle they are responsible to have someone receive it at their drop-off location.
- ▣ Service is 24/7.
- ▣ Service is ONLY available in Miami Dade - Broward County.
- ▣ Must be booked 12 hours prior to customer's desired pickup time.

LUXURY TRANSPORTATION



Our Luxury Transportation service is intended to transport VIP customers to their business meetings or events. Similarly, TotalServ can provide our executive limousine as transport to / from the airport if the customer so desires. Additional details are:

- ▣ Service is provided Monday through Sunday
- ▣ Clients with a Limousine Card have two free services. Additional hours cost \$40 each.
- ▣ Must be booked 6 hours prior to desired pickup time.
- ▣ Hours are from 1:00 a.m. to 12 p.m.
- ▣ Services are provided for Miami Dade - Broward County.

BREAKFAST IN BED

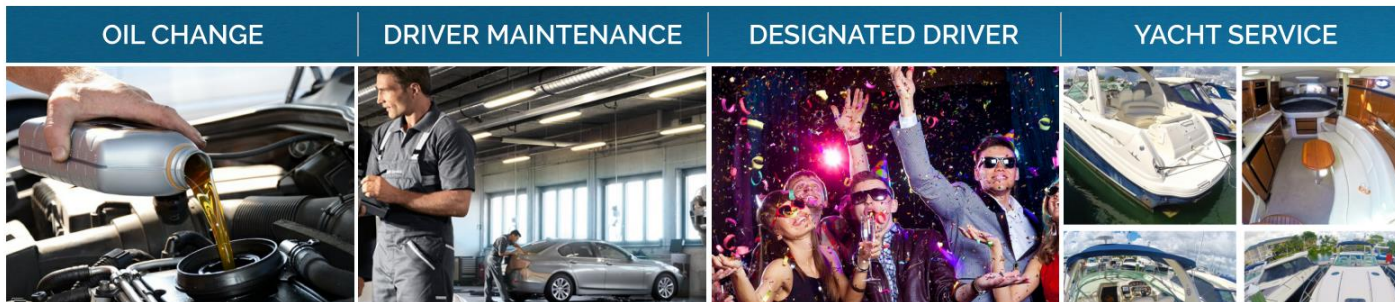


Special Occasion? Just need a reason to stay in bed all morning? TotalServ wants you to have that and more, offering a complimentary breakfast in bed service with our VIP card. Special Occasion decoration also available.

- ▣ Service is provided Monday through Sunday.
- ▣ Must be booked 24 hours in advance.
- ▣ Hours are from 7:00 a.m. to 6:00 p.m.
- ▣ Service is provided within the local county as well as in Miami Dade - Broward County.



VIP TOTALSERV



With the TotalServ VIP card, the customer will have one free oil change for the vehicle purchased from our partnered dealers. This service only applies to the dealership where the vehicle was purchased and can only be used for that vehicle.

- ▣ The service schedule is as set by the dealer.
- ▣ The service must be scheduled through the TotalServ Florida app or the www.mytotalserv.com website.
- ▣ The service only includes the change of oil and filter (using normal or synthetic oil).

Our organization is committed to the well-being of our customers and their belongings; that is why TotalServ offers driving services for customers who wish to schedule their regular service or want to take their vehicle in for any reason. Details about this service are:

- ▣ Service is provided from Monday through Sunday
- ▣ Hours are from 6:00 a.m. to 5:00 p.m.
- ▣ This service is provided in the customer's car. The customer schedules when and where to pick up the car as well as what service center it will be taken to. A regular service includes a one hour wait limit. If the wait becomes longer than one hour, additional fees apply.
- ▣ Service ONLY provided in Miami Dade- Broward County
- ▣ Must be booked 12 hours prior to desired pickup time

When you go out for a night on the town, TotalServ wants to secure your peace of mind. That's why we are offering our VIP Designated Driver service, which will transport a customer under the influence of alcohol or weariness from the night's events. Getting you home safe is our top priority. Additional details include:

- ▣ Service ONLY available in Miami Dade-Broward County.
- ▣ Service is offered Thursday through Saturday.
- ▣ Hours are from 10:00 p.m. to 6 a.m.
- ▣ The customer has the option to use their own vehicle; if not, one may be provided for them.
- ▣ One use of this service accounts for a Round-Trip route; this means picking up the customer at a specific location and dropping him / her off at their homes constitutes as one use of this service.
- ▣ Must be booked 4 hours prior to customer's desired pickup time.

With your VIP card, your dreams of sailing on the open ocean can become a reality. TotalServ VIP treatment offers two free hours of sailing, with two types of boats to choose from: Carolina Skiff, 25ft, or the Sea Ray Sundancer, 37 ft.

- ▣ Service is offered Monday through Sunday.
- ▣ Must be booked one week before the desired sailing date.
- ▣ Hours are from 8 a.m. to 8 p.m.
- ▣ Service includes Captain, Gas, ice and water.
- ▣ Service is provided in Key Biscayne Marina (Miami, FL) or Grove Harbour Marina (Coconut Grove, FL).

