



## Welcome to BostonCoach!

**MASCO** can now enjoy the convenience and reliability of BostonCoach executive car service in thousands of cities across the country and around the world. By using BostonCoach, you can save yourself the hassle, not to mention the extra costs often associated with taxis, black car and rental car services.

### **Book a ride.**

To book a ride call 800-672-7676, or you can make your reservation through [BostonCoach.com](http://BostonCoach.com)

When booking, be sure to reference account number **92601**.

### **Book an event.**

To book an event for your company, call 888-735-5038.

### **Questions or concerns?**

Call Client Relations at 800-672-7676. When dialing from outside the United States or Canada, be sure to dial the appropriate international calling code, then dial 800-672-7676. Please note that charges may apply when dialing from some countries outside the United States or Canada.

### **You should know:**

**Create a profile** and you will be able to make reservations faster and more accurately. You can save time by referring to your profile number when making phone reservations. Plus, a profile enables you to save billing information and frequently traveled destinations. Best of all, with a profile in place, you'll be just a click away from all your rides and you'll have easy access to receipts and ride reports. Create your profile now by completing this brief profile form: [www.bostoncoach.com/profile](http://www.bostoncoach.com/profile)

**Confirmations** are automatically emailed to those who have an email address noted in a BostonCoach profile. You'll receive a confirmation immediately after you book a ride. You'll see another confirmation approximately 24 hours ahead of the scheduled pickup to remind you to check that your reservation is still in sync with your travel plans. Finally, you'll receive a notification about 30 minutes before your pickup time to tell you that we're on the way and to remind you of pickup instructions.

**Pickup instructions** are provided for many locations to make it easier for passengers to meet their chauffeurs. Pickup instructions are particularly important at airports, where local authorities often set designated pickup locations. These instructions appear in the confirmation that is emailed after a reservation is made. They are sent by email again 24 hours and approximately 20 minutes before the scheduled pickup time. Please be sure passengers always receive pickup instructions for their rides.

**Receipts** are automatically emailed as soon as they are available to those who have an email address noted in a BostonCoach profile. If you'd like to access a receipt online, simply click the Get Receipt button on the BostonCoach.com home page, enter the reservation number and passenger's last name, and a receipt will be displayed instantly. This functionality is also available from the Customer Service button in the top navigation menu from any page on the site.