



EET Accessibility Guide

At EET, we are committed to providing a luxury chauffeur service that is inclusive and accessible to all our clients. We understand that every passenger has unique requirements, and we strive to ensure a seamless, comfortable, and dignified experience. This guide outlines the accessibility features available across our fleet and services, as well as how we can accommodate specific needs.

1. Booking & Assistance Requests

To ensure we provide the best possible service, we encourage our customers to discuss any accessibility requirements at the time of booking. This allows us to make any necessary adjustments to enhance your experience.

- Requests can be made via email at contact@eetgrp.com, via our website contact forms, through our online booking system, or by telephone: +44 (0)131 3000 998.
- Once a booking is confirmed, passengers will receive a booking confirmation with the contact details of our Operations team so that if there are any special requests or adjustments required, they can be communicated directly.
- Direct contact details for the chauffeur allocated to the booking will be provided to the customer at the point of allocation, allowing for easy communication between passenger and chauffeur via text or telephone.
- Our Operations Team is available for support throughout the journey, with contact details provided in all booking confirmations.



If you have any specific accessibility requirements not covered in this guide, please contact us via email: contact@eetgrp.com or telephone: +44 (0)131 3000 998, and we will do our best to accommodate your needs.

2. Vehicle Accessibility

Our fleet is designed for comfort and ease of access, and while we do not currently have vehicles where a passenger can remain in their wheelchair, we do have options that accommodate wheelchair users who can transfer into a seat.

- **Wheelchair Storage:** Most of our vehicles can accommodate a folding wheelchair in the boot. We can advise you at the point of booking which vehicles can accommodate a wheelchair. Moreover, our website provides you with information about the luggage capacity of all our vehicles: [Luxury chauffeured cars | Scotland, UK | EET](#)
- **Vehicle Entry:**
 - Some vehicles are equipped with side steps for easier access.
 - Freestanding steps are available upon request.
- **Seating Adjustments:**
 - All seats in our vehicles are adjustable for enhanced comfort.
 - Chauffeurs are happy to assist with seat positioning where required.

Passengers are welcome to bring any necessary assistance devices, such as walking aids, crutches, or other mobility aids, which can be safely accommodated within our vehicles.

Should you require a vehicle where they can remain in their wheelchair, we will do our best to source an appropriate vehicle upon request.



3. Assistance & Support During Travel

- **Meet & Greet Service:** All of our chauffeur services include a meet and greet service.
 - At airports, passengers will be met inside the terminal, directly inside the arrivals hall.
 - At railway stations, chauffeurs meet passengers on the platform.
 - At hotels or other locations, chauffeurs will meet passengers in the lobby or at the front entrance.
 - Chauffeurs will provide assistance into the vehicle and handle all luggage.
- **Airport VIP Assistance:** For passengers requiring additional support, we can arrange a VIP airport service on arrival or departure.
 - **Incoming:** Assistance from the aircraft door, through customs, baggage claim, and into the arrivals hall where the chauffeur will be waiting.
 - **Outbound:** Assistance through check-in, security, the departure lounge, departure gate and onto the aircraft.

4. Chauffeur Training & Customer Support

Our customer-facing staff are fully trained to assist passengers with disabilities and accessibility needs. This includes:

- **Assisting passengers with mobility challenges**, including guiding visually impaired customers to and from the vehicle.
- **Awareness of how to provide respectful and appropriate assistance** to customers with additional needs.
- **Handling service animals** – personal assistants and guide dogs are always welcome in our vehicles.



All chauffeurs will be made aware of any disclosed accessibility requirements before the journey to ensure a smooth and seamless service.

5. Communication & In-Car Support

- **Microphone Systems:** Some of our vehicles are equipped with built-in microphones to enhance communication.
- **Direct Chauffeur Contact:** Passengers will have the chauffeur's direct contact details in advance to discuss any specific needs on the day of travel.

6. Feedback & Adjustments

We continuously strive to enhance our accessibility services and welcome feedback from our customers.

- Feedback can be provided directly to our Control Room or via the Google Review form sent at the end of the journey.
- For any adjustments or special requests, please contact us at contact@eetgrp.com – contact details are also included in all booking confirmations.

7. Accessible Formats

This Accessibility Guide is available:

- On our website for viewing and
- **For download on our website in large print PDF format** for easy digital access for customers who require enhanced readability.

At EET, we believe that luxury travel should be accessible to everyone. Whether you require additional assistance, seating adjustments, or tailored services, we are here to provide a comfortable and seamless experience. For any further enquiries or to discuss your accessibility needs, please **contact us** at **contact@eetgrp.com**

We look forward to welcoming you on your journey.