

# What's New

## Online booking

We've made some changes to our booking system, allowing our customers more choices when making their bookings. You can now book online via our website [www.qdellhr.co.uk](http://www.qdellhr.co.uk).

Contact us for a user name and password and you can log on to the booking system. We can populate your account with your frequent destinations and passenger specific information on vehicles, and pick up requirements.

You will be able to place your bookings and then log back in if you need to change, amend or edit your bookings. You will still receive your booking confirmation and normal and then when our vehicle has been allocated to your booking you can log in and view vehicle information.

This gives you more control over your bookings and as a thank you, we will give you a 2.5% discount on all bookings made online.

Don't forget you can also log on using your smart phone and in the future, make

Frequent Traveller?



Download our iPhone or Android app and book your cars direct from your phone.



## Your feedback is very important to us

We would like to hear from our customers about our service. Let us know your experiences, good or bad. This is the only way we can ensure our service levels are kept to the highest possible levels. We are always keen to get any suggestions from you, our customers.

Complete the attached customer satisfaction survey and return via fax 01895 449441 or email [service@qdellhr.co.uk](mailto:service@qdellhr.co.uk)

Microsoft Word Document

Keep on top of our updates on our Facebook pages.



LHR Express Cars  
[www.facebook.com/lhrcars](http://www.facebook.com/lhrcars)

Qdell Couriers  
[www.facebook.com/pages/qdell-limited](http://www.facebook.com/pages/qdell-limited)

Eco Express Cars  
[www.facebook.com/pages/EcoExpress-Airport-cars](http://www.facebook.com/pages/EcoExpress-Airport-cars)

## LHR Express Cars & Qdell Couriers Pass Inspection

On the 11th of March, we had our annual operators inspection by the Transport for London. We are very pleased to confirm that we passed the inspection with flying colours.

During the inspection, the auditor was very happy with the content of our driver and vehicle files and praised our Fleet Department in general.

Well done to Dominic & Les in our Fleet Department.



Follow us

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@Qdell\_couriers