



**CASTLE CARS BANBURY**  
SOCIAL, BUSINESS & COURIER SERVICE



## **Staying ahead of the information revolution**

Now more than ever, you need to be sure that you can trust your passenger car and courier company to deliver people, parcels and documents quickly and reliably to wherever they need to be.

Castle Cars is one of Banbury's established companies and we have built our reputation on rapid response times, prompt delivery and the highest level of service. Our professional staff are all focused on meeting the challenges of efficient parcel and passenger transport.

We fully understand that in today's international business environment, your ability to communicate effectively, both locally and globally, is a key driver of your organisation's success. Castle Cars offers total service tailored to your individual needs from the moment you place your order.

Our understanding of the needs of today's organisations and our investment in our own infrastructure and vehicles has enabled us to build partnerships with world-class clients including media & advertising agencies, banks, Government bodies, pharmaceutical companies and major corporations throughout Oxfordshire and beyond.

With a substantial asset base, strong management team and a growing range of services, Castle Cars is ideally placed to help you compete effectively.

## **Tailored Services**

Because, we have specialised in corporate and business accounts, we get to know our clients very well, which means we can develop our capabilities to meet their evolving needs. Most of our customers use a range of our services, from executive cars to Airport Transfers.

## **Passengers**

Professional and prompt passenger car transport is another of our strengths, based on a fleet of cars maintained to exacting standards. Our drivers undergo a comprehensive knowledge test of the Oxfordshire area and the Home Counties. The Drivers are always informed of their destination before they pick up to ensure that you get the best route to where you need to be, on time and in the right frame of mind.

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## **Areas Covered**

Castle Cars's large vehicle fleet allows us to provide your organisation with passenger car and courier cover anywhere in Oxfordshire and the Home Counties. Travel outside these areas for example into Europe, can also be arranged with advance warning.

## **Airport Transfer**

Our airport business link provides a fast and cost effective car service to and from any UK airport. With pre-booked journeys our computer monitors the flight from take off to landing, we even know when you are in the customs hall. Our drivers are despatched into the terminal before the flight lands and as an account customer you will receive up to 45 minutes free waiting time. We offer this service, as we are aware that all business people have luggage.

## **Castle Cars Executive**

Our prestige car service, Castle Cars Executive, provides instant access to a fleet of executive cars equipped with leather upholstery, air conditioning and in car telephones.

Combined with comfort and the quiet smoothness of the car itself, we will enable even the most demanding customer to stay relaxed and on top of all their organisations operations when travelling.

## **Working in partnership to support your business**

Our commitment to service does not end when your passenger or package is safely delivered. We understand that many of our customers have their own clients to whom they must be accountable for services such as transport, and we are focused on insuring that we provide the support you need to enhance your internal and external financial management.

## **Accurate and flexible information systems**

Castle Cars is committed to improve its services constantly and we make very significant investments in information systems to enhance our own responsiveness and to provide the financial information you require. While our route management systems use electronic maps and data to plan the quickest routes, our financial systems record every detail of your order, the vehicle that delivered it and the person who received it and at what time.

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### **Reliable accounting**

In addition to our computerised accounting systems, an experienced team of accounts staff can provide totally accurate financial information whenever you need it. As well as to being able to supply daily statistics and updates on your company's account. We also store detailed historic records of all our accounts. This ensures that you can monitor costs closely and obtain financial data whenever you need it.

All our invoices are laser printed on specially designed forms, which show every detail of your order, reference and cost breakdown clearly and legibly. A cost breakdown into your organisations specific departments is also available. Duplicate invoices and signature copies of delivery receipts are available immediately on your request.

A full time team of credit controllers with instant access to the accounting system ensures that queries about invoices are resolved immediately and accurately.

### **Well trained highly motivated staff**

We also commit substantial resources to training and management to ensure that all our staff are focused on providing an instant response and that they are able to apply their initiative to deal with any problems which may arise. Our ongoing internal promotion policy coupled with regular intensive training for managers provides a solid foundation of skills and abilities throughout the company.

### **Quality control**

Regular reviews of performance in all areas, from financial management to telephone answering, enable us to improve our services across all our operations. We strive continually to find more effective ways of helping you. This approach enables us to identify areas where you may have special requirements, such as frequent deliveries in the same area, and to suggest bespoke service packages to improve efficiency.

### **A delivery service you can trust**

Our comprehensive range of delivery services enables us to provide an instant, time sensitive response whatever the nature of your order.

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## **Direct ISDN & ADSL lines**

For large users, all of our services can be booked via on-line booking or direct line telephone.

## **On-line ordering**

Delivering packages and people is our business and we deal with the problems of traffic and time all day, every day. From the moment you place your order for any of our services, our custom developed computer software monitors every detail of the job, as well as identifying the quickest route depending on the time of day, roadwork's and traffic conditions. Using our own radio frequencies, Data Channels we are able to stay in close contact with all our vehicles, which means we can always provide accurate collection and delivery times.

A duty operational manager provides a 24 hour contact point for up to date information on the status of your order. This ensures that we can monitor our performance against your targets and keep you informed of progress.

## **The Next Step**

Let us show you how cost effective and efficient we are by talking to us further. We would be happy to discuss all your transport needs and to set up and [account facility](#) over a trial period so you can judge for yourselves.

Call us today on telephone 01295 270011 Quoting Ref: Web

Download, Print & Fax an Account Application Form (MS Word)  
[www.castlecarsbanbury.co.uk/accountapp.doc](http://www.castlecarsbanbury.co.uk/accountapp.doc)

Brochure Downloaded from <http://www.castlecarsbanbury.co.uk/>

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