

Cortège

THE STANDARD OF SERVICE

A private document, prepared for clients and those considering our partnership.

FOREWORD

A note before you read.

This document is not a brochure. It is a record of how we work — the standard against which our chauffeurs, our coordinators, and our vehicles are held in every city in which Cortège operates.

We have written it for clients, and for those considering our partnership, in the same register in which we conduct ourselves: quietly, precisely, and without ornament.

Where it differs from what you have known elsewhere, that is the point.

— THE HOUSE OF CORTÈGE.

On how Cortège began.

Cortège was founded on a single observation: that the most discerning travellers in the world were being moved, in city after city, by services that did not match the rest of the standard they kept.

A private aircraft would be met by a vehicle arranged in haste. A residence in Mayfair would be left for the airport in a car selected by a concierge with no relationship to the chauffeur. A schedule worth millions would be entrusted, hour by hour, to operators who answered to no one in particular.

Cortège exists because that gap was not acceptable. We built a house in which the same standard applies whether the principal is in London, Tokyo, or Riyadh — and in which the chauffeur who opens the door has been hired, trained, and salaried by the same organisation that took the booking.

On what we believe about movement.

We believe the journey is not a transaction. It is a passage of time during which the principal is, for a brief period, in our care.

The work of a chauffeur, properly understood, is the work of dissolving friction. Of arriving before they need us. Of opening the door at the moment, and not the moment after. Of remembering preferences, and forgetting business.

Luxury, in our trade, is largely a question of what is not done. We do not announce ourselves. We do not engage in conversation we have not been invited into. We do not ask for tips. We do not, ever, photograph or speak of our principals.

On the people who drive.

Every Cortège chauffeur is salaried — never contracted, never paid by the journey.

Every chauffeur is background-checked at hire and continuously re-vetted. Every chauffeur is trained in protective driving, in protocol, and in the particular discretion required of those who serve principals of consequence.

Where languages are required, they are required at hire. Our chauffeurs in Tokyo speak Japanese with the appropriate keigo register; our chauffeurs in Geneva speak French, German, English, and frequently Italian; our chauffeurs in Riyadh hold protocol training for visiting delegations.

Most have served us for many years. Several have served the same principals for longer.

On the cars we keep.

Every Cortège vehicle is recent-model, professionally maintained, and inspected before every journey.

The fleet is selected city by city: Mercedes-Benz S-Class as the global standard; Mercedes-Maybach S-Class where the journey is itself the occasion; Mercedes V-Class for families and quiet meetings in motion; Range Rover Autobiography for discretion in heavier weather; Cadillac Escalade where presence is required; Bentley and Rolls-Royce reserved for ceremonial occasions, by request.

Every vehicle is configured to the principal's preferences before arrival — temperature, water, signal, silence.

V. RESERVATION PROTOCOL

On how to engage us.

Reservations may be placed at any hour, in any time zone, by message, by telephone, or through the private client portal. Calls placed at any hour are answered by a member of our team — never by a service.

Confirmation — vehicle, chauffeur, route — is issued within minutes. Modifications are absorbed without commentary.

For corporate and family-office clients, standing arrangements are held against a single point of contact, with consolidated invoicing on a monthly cycle.

On the moment we meet you.

We arrive before the principal needs us. The vehicle is in position; the chauffeur is at the door; the interior is configured; the route has been considered and, where appropriate, alternates have been rehearsed.

At airports, we meet principals at the aircraft door wherever local regulations permit, in coordination with private aviation handlers and VIP terminal services.

At residences and hotels, we hold the kerb without intrusion. The principal steps in. We depart.

On the obligation of silence.

Discretion is the default. NDAs are available on request and are routinely executed for principals with a public profile.

Names, destinations, and movements are never discussed beyond the team directly serving the principal. Vehicles are equipped to local privacy standards: tinted glass, signal-discreet interiors, silent operation.

We do not photograph our principals. We do not speak of them. Our chauffeurs are bound by NDA at hire, by contract, and — most importantly — by character.

On standing relationships.

For houses, family offices, and enterprises where movement is constant, Cortège offers private programmes designed around the principal.

Each programme includes a dedicated account director, consolidated monthly invoicing, multi-city executive coverage, event and roadshow logistics, and 24/7 access to the private client desk.

One agreement. Every city. Every car. Every chauffeur.

On what we charge, and why.

Pricing at Cortège is bespoke and confidential. It reflects vetted, salaried personnel; recent-model fleet; 24/7 coordination; and full discretion. It is not a per-mile commodity.

Quotations are issued in writing, in the currency of the principal's choosing, and remain valid for the period stated.

We do not negotiate against operators of a different standard. We do, however, listen carefully to what each principal requires.

CLOSING

For further enquiry, write to private@cortege.global, or speak with our Private Client Desk at any hour.

Cortège

Private Mobility, Globally.