

Terms and Conditions Governing the Chauffeur Ride Service

DEFINITIONS:

In these Conditions, except where the context otherwise requires or where it is otherwise expressly provided, the following expressions have the meanings respectively assigned to them, that is to say:

“CHAUFFEUR RIDE” or “AIRPORT TRANSFER” refers to PRIVATE LIMOUSINE RIDE service operated by Changi Travel Services Pte Ltd.

“PRIVATE LIMOUSINE RIDE” refers to one group of travellers taking an ARRIVAL TRANSFER from Changi Airport Terminal 1, 2 or 3 to destination in Singapore (e.g. hotel) or a DEPARTURE TRANSFER from destination in Singapore to Changi Airport Terminal 1, 2 or 3;

“ARRIVAL TRANSFER” refers to the transfer of travellers from Changi Airport Terminal 1, 2 or 3 to destination in Singapore (e.g. hotel);

“DEPARTURE TRANSFER” refers to the transfer of travellers from destination in Singapore to Changi Airport Terminal 1, 2 or 3;

“STICKER” means the chauffeur ride sticker that is issued upon order confirmation for bookings at airport counters, together with the ORDER VOUCHER;

“ORDER VOUCHER” means the order confirmation voucher that is issued upon order confirmation, either being purchase at airport counters or on a website. Order confirmation voucher shows the booking order details, designated airport location map and prevailing terms and conditions;

“OUTSKIRT AREA SURCHARGE” refers to the additional amount of charge that will be imposed on top of the PRIVATE LIMOUSINE RIDE pricing due to longer kilometres run (i.e. longer distance from the pickup location). Outskirt area will be determined and advised at point of booking.

“NIGHT SURCHARGE” or “SPECIAL ARRANGEMENT SURCHARGE” refers to the additional amount of charge that will be imposed on top of the PRIVATE LIMOUSINE RIDE pricing due to out-of-usual operating hours. Surcharge will be determined and advised at point of booking.

In joining the CHAUFFEUR RIDE, it is deemed that the passenger has fully accepted all Changi Travel Services’ Terms and Conditions by Changi Travel Services Pte Ltd.

The Passenger agrees to indemnify, defend and hold Changi Travel Services Pte Ltd and its affiliates, and their respective officers, directors, owners, agents, information providers and licensors (collectively, the “INDEMIFFIED PARTY”) harmless from and against any and all claims, liability, losses, costs and expenses (including attorneys’ fees) incurred by any INDEMIFFIED PARTY in connection with any breach by you of these Terms and Conditions and Privacy Policy.

ORDER VOUCHER AND STICKER:

The STICKER is valid for use during operational hours and not replaceable and transferable. The STICKER shall remain as the property of Changi Travel Services Pte Ltd and must be produced for inspection and if requested to do so. Present the ORDER VOUCHER and/or STICKER upon boarding the limousine to certify the rights to travel. Please ensure that the ORDER VOUCHER and/or STICKER is kept with you at all times. Each passenger should have the ORDER VOUCHER and/or STICKER visible for the chauffeurs to recognise at the designated waiting point for pick-up.

Changi Travel Services Pte Ltd has the rights to deny boarding if the Passenger fails to present or loses the ORDER VOUCHER and/or STICKER.

PICK UP POINTS AND TIME:

The Passenger is advised to be ready for boarding at least 10 minutes prior to its scheduled departure time. Changi Travel Services Pte Ltd reserves the rights to revise the timings without prior notice, if it is deemed necessary.

For hotel DEPARTURE TRANSFER, travellers are advised to wait at their hotel concierge at least 10 minutes prior to its scheduled departure time for easy recognition.

AMENDMENT, CANCELLATION AND REFUND POLICY:

Amendment to the CHAUFFEUR RIDE service has to be made at least six (6) hours in advance prior to the indicated pick-up timing, and must be made through Changi Travel Services Pte Ltd call centre contact points: (1) Contact Number: +65 6701 1185 (24 hours); (2) Whatsapp ID: +65 9427 6977 (24 hours), and subject to availability. Changi Travel Services Pte Ltd will not be liable, in any circumstances, in the event where there are no availability of vehicles to pick up the Passenger.

All cancellations for transfers booked must be received at least six (6) hours prior to indicated pick-up timing to avoid forfeiture of 100 percent of the paid trip total.

All cancellations for transfers booked received less than six (6) hours prior to indicated pick-up timing require a 50 percent forfeiture of the paid trip total.

It is the Passenger's responsibility to notify Changi Travel Services Pte Ltd through the call centre contact points in the event of the amendment and/or cancellation of transfers booked.

SAFETY:

The Passenger is obliged to remain seated on-board the PRIVATE LIMOUSINE RIDE and acknowledges that he/she is advised of all circumstances, including safety regulations. The passenger also undertakes not to harm other on-board passengers and driver, carrier facilities and litter the vehicle. If these obligations are breached, Changi Travel Services Pte Ltd may deny the passenger boarding rights and have him/her responsible for the damage(s) and disturbance incurred.

ACCIDENT OR LOSS OF PROPERTY:

Changi Travel Services Pte Ltd will not be liable for any loss, damage, delay, inconvenience, or direct or consequential loss caused. The passenger is advised to ensure that their belongings are with them at all times before boarding and alighting the vehicle.

FOOD & BEVERAGES:

To ensure the comfort of all passengers and cleanliness on the limousine, please refrain from consuming any food and beverages and (or) alcohol on-board the limousine.