

RENTAL AGREEMENT

The following are the Terms and Conditions for rentals of products and services from Changi Travel Services Pte Ltd. Any reference in these Conditions of Use to "CTS", "us" or "we" shall mean a reference to Changi Travel Services Pte Ltd.

In order to place an order to our company, you must read and agree to the terms and conditions below. It is your responsibility to read and understand the terms and conditions completely and thoroughly, so please do not hesitate to contact CTS, if you have any questions.

Changi Travel Services Pte Ltd. ("CTS") and you (the "Customer") hereby agree to the following terms and conditions ("Terms and Conditions") with respect to the products and services offered by CTS to the Customer of the wireless communication device and peripheral equipment (the "Equipment"), including, but not limited to, wireless devices, SIM cards, data cards, mobile hotspots, user guides, chargers, adapters, and related or additional services (the "Services") which are described herein or included in any agreement between the

1. Acceptance of Terms and Conditions

1.1. If the Customer places an order via CTS's web site (<http://www.changirecommends.com>), this will constitute the Customer's acceptance of the Terms and Conditions. If the Customer places an order via telephone, fax, or any other method, acceptance of the Equipment shall constitute the Customer's acceptance of the Terms and Conditions.

1.2. You confirm all information you provide herein are nothing but the truth and the fact. CTS will not be liable for any liabilities or whatsoever and it will fall under customers' responsibilities once you accept this Terms and Condition.

2. Authorization

2.1. If Customer is an entity other than an individual, the person signing the Agreement represents and warrants that he/she has been properly authorized and empowered to enter into the Agreement on behalf of such entity.

2.2. The Customer authorizes CTS to verify the Customer's creditworthiness with a credit reporting agency.

3. Collection of Equipment

3.1. For pickup by customer at the Changi Recommends booth, the Customer should place an order before zero (0) AM of three (3) days prior to the departure day. If the Customer's order for the Equipment arrives after zero (0) AM, then the Equipment order will be considered to be placed on the next business day. The pickup timing of the Equipment at the respective booth is as follows:



Operating Hours
 T1A: 24 Hours
 T1B: 7.00am to 10.00pm
 T1: 7.00am to 10.00pm



Operating Hours
 T2: 24 Hours
 T2A: 7.30am to 10.00pm



Operating Hours
 T3: 24 Hours



Operating Hours
 T4A: 7.00am to 10.00pm
 T4 : 24 Hours

3.2. If the Customer fails to collect the Equipment on the collection date indicated on the reservation form, CTS will release the Equipment the next day. The Customer shall examine the Equipment upon receiving at the Changi Recommends booth and immediately notify CTS if the Equipment is not in good working order at the time of receipt.

4. Return of Equipment

4.1. Unless otherwise agreed with CTS, the Customer shall return the Equipment to CTS at the end of the rental period at the Changi Recommends booth located at the Arrival Halls of Changi Airport in good working order and in the same condition as when it was delivered to the Customer. All charges will accrue to the Customer, and the Customer will remain liable for any charges and any damage to the Equipment while the Equipment is in transit. Equipment returned with any components or pieces missing will be deemed missing and the Customer will be charged in an amount equal to the damage charge of the Equipment in accordance with Article 5 below.

4.2. Customer to return the Equipment to CTS on the day of the end of the rental period at Changi Airport, Changi Recommends booth. Location and operating hours as stated above. Late fees begin to accrue on the first (1st day) after the rental period ends.

5. Charges

5.1. Rental period – The number of days between the Collection date and Drop Off date.

5.2. The Customer will pay daily charges from the Collection date (the date in which the Customer picks up the Equipment) until the Drop off date (the date in which the Customer returns the Equipment to Changi Recommends booth), specified in the Terms and Conditions until the Equipment is returned to and accepted in writing by CTS. The rental charges apply to full days only (not fractional days).

5.3. CTS is entitled to bill the Customer, on a delayed basis, at any time after the Equipment has been returned for any and all charges for which the Customer shall be responsible pursuant hereto, whether or not CTS is aware of such charges at the time of the return of the Equipment. All charges and other amounts billed pursuant to this Agreement are payable by the Customer at the end of the Rental period, or if not computed at the end of the rental period, then upon demand given by CTS to the Customer. Late payment fees will commence on the first (1st day) after the rental period ends. Late payment fees are charged at the standard daily rate, per day/per unit.

5.4. Pricing. The following are the prices charged for CTS's Equipment and Services. All prices are in Singapore Dollars.

- Late Payment Fee
 - SGD10.00/day will impose on the first (1st day) after the rental period ends
- Loss / Damages and related charges:
 - Wi-Fi Router and SIM Card: \$300
 - Charging Cable: \$25
 - Charging Adapter: \$25
 - Carrying Pouch: \$25

5.5. Insurance

S\$3 per day for each set of WiFi router rental

<u>Loss / Damage</u>	<u>Without Insurance</u>	<u>With Insurance</u>
	<u>Charges S\$</u>	
WiFi Router and SIM Card	300	Covered by Insurance
Charging Cable	25	
Charging Adapter	25	
Carrying Pouch	25	

5.6. If the Customer is having any difficulty with using the Services while at the destination, the Customer must notify CTS within the rental period in order to qualify for any possible refund or discount to a charge. Any refund or discount to a charge is provided solely at CTS's discretion.

5.7. The Customer is responsible for rental charges, usage charges, all applicable taxes, late payment fees, charges for damaged Equipment and other charges and fees through the end of the rental period or until the Equipment is returned to CTS as provided herein, whichever is later, whether or not the Customer personally uses the Equipment or makes the calls for which the usage charges are imposed.

6. Payment and Forms of Payment

6.1. By providing CTS with a credit card, the Customer represents that he or she is authorized to make charges on such account.

6.2. CTS accepts cash (SGD) and credit cards (Visa, MasterCard, JCB and China Union Pay only).

6.3. At CTS's sole discretion, we may establish invoicing for corporate or other Customers.

7. Authorization Card Hold

7.1. The SGD200 authorization hold on a credit card is the holding of this amount unavailable on your credit line. No actual charge is made on your credit card by Changi Recommends. The authorization hold is released from your account (rendering the balance available again) from 14 working days, after the transaction date depending on cardholder's issuing bank. In the case of some credit cards, holds may last as long as 30 days

8. Use of the Equipment

8.1. The Customer shall use the Equipment in a careful and proper manner

8.2. The Customer agrees that he or she will not:

- (1) use the Equipment in any country apart from Singapore for purposes other than the setup and configuration.
- (2) effect any repairs or modifications to the Equipment, or attempt to reverse engineer the Equipment;
- (3) remove or interfere with any certification markers affixed to the Equipment;
- (4) deface or add to the Equipment;
- (5) sublet or allow the use of the Equipment by any third party;
- (6) use the CTS's Internet device for any irregularities or illegal acts
- (7) attempt to dispose of the Equipment or encumber or grant any interest in the Equipment to any third party.

8.3. In the event of any loss, damage, theft of the Equipment during rental period, regardless of circumstances, the Customer shall pay to CTS on demand, an amount equivalent to the value of the Equipment in accordance with the damage charges in Article 5. In the event the Equipment is stolen or lost, the Customer is liable for all charges on such Equipment until it is deactivated by the cellular carrier.

8.4. During the rental period of the Equipment, the Customer should contact CTS with any trouble or customer support issues in order to provide CTS with the opportunity to resolve any difficulties.

8.5. CTS does not guarantee the use of voice over IP (VoIP) applications such as Skype, Google Voice, etc.

9. Loss or Damaged Equipment

9.1. In the event that the Equipment has been lost, damaged, stolen, or disappeared, the Customer should notify CTS at Email call@changirecommends.com.sg at

Email	call@changirecommends.com.sg	Mondays to Fridays 0900 to 1800 hrs (Singapore Time Zone, UTC+08:00)
Call	+65 6701 1185	Mondays to Sundays 24 hours (Singapore Time Zone, UTC+08:00)
WhatsApp	+65 9134 1516	Mondays to Sundays 24 hours (Singapore Time Zone, UTC+08:00)

9.2. Repair or Damaged Equipment

(1) If the Equipment is not in working order when received by the Customer or subsequently malfunctions, the Customer shall notify TSSG immediately.

(2) CTS will repair or replace the Equipment as soon as possible after CTS has been notified of the problem by the Customer, and provided that the Customer is not in breach of this Agreement, CTS will provide the Customer with the same or similar equipment (which shall constitute the Equipment for purposes of this Agreement) as soon as possible for a period equivalent to the part of the rental period unexpired when the malfunction occurred.

(3) If CTS finds that the Equipment reported as faulty is in working order, then the Customer shall pay the cost of collection and delivery of the replaced Equipment in addition to any handling charges occurred.

10. Ownership

10.1. The Equipment will at all times remain the property of CTS. The Customer has no rights other than temporary use. During the rental period, no service or part replacements are authorized without the written approval of CTS.

11. Termination

11.1. The use of the Equipment and all Services may be terminated or deactivated without notice by CTS upon any of the following events: (a) CTS has any reason to believe that the Equipment was obtained by any misrepresentation or fraudulent means; (b) CTS has any reason to believe that any meter on the Equipment has been tampered with; (c) CTS has any reason to believe that the Equipment is or may be used for any illegal or improper purpose, or in violation of applicable laws; (d) CTS detects a breach of any of these Terms and Conditions including the payment terms; or (e) CTS detects unusually high usage, or possible theft or fraud. CTS may also, at its discretion and in addition to other remedies available hereunder at law or in equity, take immediate possession of the Equipment without being obliged to repay any portion of the rental charges. CTS may also terminate these Terms and Conditions without any liability whatsoever in the event that the Services are not available to CTS or become unavailable for any reason. No remedy of CTS shall be exclusive of any other remedy whether provided herein or available at law or in equity but shall be cumulative with other remedies.

11.2. Should the Customer (a) obtain the Equipment by any misrepresentation or fraudulent means, or (b) tamper with the Equipment, or (c) use the Equipment for any illegal or improper purpose, or in violation of applicable laws, or (d) otherwise commit a breach of these Terms and Conditions, then CTS may, at its discretion and in addition to other remedies available here under at law or in equity, (i) terminate this Agreement, (ii) immediately terminate all Services to the Customer, and (iii) take immediate possession of the Equipment without being obliged to repay any portion of the rental charges.

12. Applicable Law

This Agreement shall be governed by the laws of Singapore, without giving effect to its choice of laws or provisions. Any legal action or similar proceedings shall be instituted and held in Singapore, and the Customer consents to the exclusive venue and jurisdiction of the courts in Singapore. Passport

13. Liability, In-Country Service, and Representations

13.1. Fair Usage Policy (FUP): In some countries, a Fair Usage Policy may be in place in accordance with the business practices of the local internet service provider. If an FUP is in place, it may limit the transfer of a specific amount of data over a period of time. Internet service providers commonly apply a cap on the amount of wireless data when an individual user has exceeded a certain amount of data within a specified time period, which can result in a slowdown of the connection speed. The Customer acknowledges that an FUP may be in place and accepts this possibility, and the Customer will not hold CTS liable for any FUP, slowdown, or related issues which could affect the performance of the Equipment or the Customer's usage experience.

13.2. CTS warrants that the Equipment will be in working order when it is delivered to the Customer, but CTS cannot be responsible for the performance of the Equipment or the operation of the networks to which the Equipment is connected. The Customer acknowledges that the Services may be temporarily interrupted (including dropped calls or weak signals), delayed, or otherwise limited due to a variety of causes, including, but not limited to, transmission limitations or interruptions, atmospheric conditions, system capacity limitations, network coverage, cell tower location, wireless signal strength, network system, or equipment failure. The Customer's particular geographic location within a country, building, or structure, as well as a variety of other related causes, may also affect the Equipment performance. The Customer is also responsible for checking the local operator's or carrier's network coverage map (if any) to affirm that network coverage is available in the Customer's desired geographic location.

13.3. CTS makes no other warranties, guarantees or representations, either express or implied, regarding any matter, including, but not limited to, the merchantability, accuracy, reliability, condition or fitness for a particular purpose of the Equipment or the Services furnished under this Agreement. CTS does not represent that the Customer's use of the Equipment or Services will be secure, timely, uninterrupted or error free or that the Services will meet the Customer's requirements or that all errors in the Services will be corrected or that the system that makes the Services available will be free of viruses or other harmful components.

13.4. Subject to these Terms and Conditions, the Customer shall be solely responsible for and shall indemnify and hold harmless CTS against all claims, demands and liability arising as a result of the lease, possession, use, condition, operation or misuse of the Equipment by the Customer or third parties, or of the Services provided hereunder, whether in breach of these Terms and Conditions or otherwise arising howsoever. This indemnity provision shall survive the termination of this Agreement.

13.5. CTS will in no event be liable for nor shall the Customer make any claim against CTS for any liability, claim, loss, injury, damage or expense of any kind (including lost profits) whether direct, indirect, incidental or consequential caused by the Equipment or the failure of the Equipment to operate correctly or at all, or for any delay, faultiness such as degradation of the Services, or failure of the Services.

13.6. The Customer shall be liable to CTS for all expenses, including reasonable attorneys' fees, collection fees and court costs incurred in connection with any collection, repossession or other action brought to enforce CTS's rights under this Agreement.

13.7. CTS reserves the right to deactivate the Equipment at any time and without notice to the Customer, in the event that CTS detects unusually high usage or possible fraud in accordance with general operating practices and procedures in the cellular industry, and CTS shall have no liability whatsoever to the Customer for such deactivation.

14. General

14.1. The headings in this Agreement are for convenience of reference only and shall not affect the meaning or construction of the Terms and Conditions contained herein.

14.2. No waiver by CTS of any breach of this Agreement shall be considered as a waiver of any subsequent breach of the same or any other provision hereof.

14.3. This Agreement cannot be assigned or transferred by the Customer, nor can this Agreement be modified (or any provision waived or modified) except by written instrument signed by CTS or its authorized agent. This Agreement constitutes the entire agreement between CTS and the Customer with regard to the subject matter hereof, and there are no other representations, conditions, warranties, guarantees, or collateral agreements, express or implied, statutory or otherwise, concerning the use or rental of the Equipment or the Services, other than as set forth herein.

14.4. CTS is not liable for any lack of privacy or security which may be experienced with regard to the Services. The Customer authorizes CTS's monitoring and recording of calls or data concerning the Customer's account or the Services and consents to CTS's use of automatic dialing equipment to contact the Customer. CTS has the right to intercept and disclose transmissions in order to protect its rights or property.

These Terms and Conditions may be amended or modified by CTS in its discretion at any time by notifying the Customer of such changes either by a note on the website presented immediately after completion of the log in by the Customer, or by email to the Customer, or by any other reasonable means.