



## Global Airport Limousine Service – Frequently Asked Questions

### **1. Booking and Eligibility**

#### **Q: Can I get another person to do my booking for me?**

A: A booking may be made on your behalf.

For security and verification purposes, we may require:

- Your full name
- Membership ID
- Details of the passenger(s) (if different from yours)

The benefit remains subject to eligibility and available credits at the time of booking.

#### **Q: How long in advance do I have to secure a booking for a ride before my arrival pick-up / departure drop off?**

A: To secure your limousine arrangement:

- Off-peak period: At least 24 hours prior to pick-up.
- Peak period (including major holidays, year-end festive periods and major events): At least 48 hours prior to pick-up

Peak periods may include public holidays, festive seasons and major events. Booking requests received after the cut-off period will be subject to availability. We encourage booking as soon as your flight details are confirmed to avoid disappointment.

#### **Q: Is there a maximum number of bookings I can make in a month?**

A: There is no monthly booking limit. However, bookings are subject to your available credits.

#### **Q: How do I check for many credits I have remaining?**

A: Upon logging in to your online booking portal, your remaining credits left will be displayed below your Membership ID.

#### **Q: I have utilised all my credits. What should I do?**

A: Once your annual credits have been fully utilised, additional bookings can be arranged on a paid basis. Please contact Teleport who will be happy to assist you on your request.

**Q: Can I check my trip history?**

A: Yes. Please log in to the booking portal using your unique membership ID and select “View History” to access your booking and redemption history.

**Q: Is there an expiration date for my credits?**

A: Yes, your credits are valid until 31 March 2027, unless otherwise stated.

**Q: Are credits transferable?**

A: Credits are non-transferable and may only be used by the eligible client.

**Q: Can credits be exchanged for cash or other benefits?**

A: Credits are not exchangeable for cash or other benefits.

**Q: Can the service be used for non-airport transfers?**

A: No, each credit is valid for a single one-way airport transfer within the selected city.

The service is not applicable for point-to-point transfers unrelated to airport arrivals or departures.

**2. Amendments and Cancellations**

**Q: How do I amend my booking?**

A: If you need to amend your booking (e.g. change of pick-up time, location or flight details), please contact Teleport via their 24-hour service hotline.

To access and amend an existing booking, kindly provide your booking confirmation ID and membership eCard for verification.

Kindly note:

- Amendments are subject to vehicle and chauffeur availability.
- Requests made within 24 hours of pick-up (or 48 hours during peak periods) may not be guaranteed.
- Additional charges may apply for significant changes, excess waiting time or change in distance.

We recommend notifying Teleport as early as possible to ensure a seamless arrangement.

**Q: Can I change my arrival drop off / departure pick-up location at the last minute?**

A: Amendments must be made at least 12 hours prior to pick-up, as chauffeurs are scheduled in advance based on routing and proximity. A last-minute amendment of S\$15 (before GST) will apply, where applicable.

**Q: How do I cancel my booking?**

A: You may manage your bookings online by calling Teleport at their 24-hour service hotline, Whatsapp, email or online booking form.

Cancellations must be made 12 hours prior to the scheduled pick-up time to avoid forfeiture of the credit(s).

**Q: Are there any cancellation fees?**

A: Cancellations or amendments must be made at least 12 hours prior to pick-up.

Credits or payments will not be refunded for cancellations made within 12 hours of the scheduled pick-up time, unless the cancellation arises from an official airline disruption.

**Q: What happens if my flight is cancelled?**

A: In event of an official airline flight cancellation, please notify Teleport at their 24-hour service hotline as soon as possible.

Where cancellation is due to an official flight disruption and communicated promptly, reinstatement of the credits may be considered at the Bank's discretion.

**Q: What constitutes a no-show?**

A: A booking will be treated as a no-show if:

- The passenger is uncontactable after the applicable grace period; or
- The passenger fails to arrive at the agreed pick-up location within the grace period; or
- The passenger departs the pick-up point without notifying the chauffeur or Teleport.

In such cases, the credit(s) will be forfeited.

**3. Arrival and Pick-up Experience**

**Q: Where will my chauffeur wait at the airport?**

A: The assigned chauffeur will wait at the arrival hall, facing the designated baggage carousel, holding a personalised name placard.

Specific airport procedures may vary by location (i.e. for arrivals in Jakarta, Manila and Bangkok, there is a designated waiting area at the airport). Details will be provided in your booking confirmation under Meet and Greet section, where applicable.

**Q: Can I request pick-up at the arrival driveway instead of the arrival hall?**

A: Yes, this may be arranged. You may contact your assigned chauffeur directly to coordinate. Please note that, by default, chauffeurs will provide a meet-and-greet service at the arrival hall, unless alternative arrangements are requested in advance.

**Q: Can my arrival drop off / departure pick-up location be different from my home address?**

A: Yes, this is permitted, subject to confirmation during booking.

**Q: What should I do if I do not see my chauffeur?**

A: We recommend contacting your assigned chauffeur directly to confirm his location.

If you are unable to reach the chauffeur, please contact Teleport at their 24-hour service hotline for immediate assistance.

**Q: How will I receive chauffeur details?**

A: You will receive a confirmation message with your assigned chauffeur's details via email and SMS at least 12 hours prior to pick-up.

- For long-haul arrivals, you are advised to check your email or SMS upon landing.
- And en-route notification will be sent approximately one hour prior to pick-up.
- An onsite notification will be sent once the chauffeur has arrived at the designated pick-up point.

**Q: Is there any other way to receive the notification aside from SMS?**

A: Yes, you will receive a booking confirmation message with your assigned chauffeur's details via both email and SMS at least 12 hours prior to pick-up.

**Q: Can I request my pick-up to be earlier?**

A: If the change is within 15 minutes of your confirmed pick-up time, you may contact your assigned chauffeur directly.

For changes exceeding 15 minutes, please contact Teleport at their 24-hour service hotline for assistance. All adjustments remain subject to availability.

**Q: Are there waiting time charges?**

A: All airport arrivals include a 60-minute grace period from actual flight landing time. Airport departures include a 15-minute grace period from the confirmed pick-up time. Excess waiting charges will apply beyond the applicable grace period.

**Q: How do I request for an arrival pick-up ride to come later?**

A: You may indicate your preferred pick-up time at the point of booking.

Please note that if your flight arrives earlier than scheduled, you may be required to wait until your requested pick-up time if the chauffeur has been assigned accordingly. For arrival transfers, a grace period of 15 minutes applies from the confirmed pick-up time. There will be additional charges for excess waiting times beyond the grace period.

**Q: What happens if my flight is delayed?**

A: For airport arrival transfers, the chauffeur will monitor your flight based on the details provided at the time of booking.

The 60-minute grace period will commence from the actual flight landing time. Excess charges may apply beyond the applicable grace period.

To ensure accurate tracking, clients are advised to provide the correct flight number during booking.

**Q: What should I do if my chauffeur has not arrived at the scheduled pick-up time?**

A: Please contact your assigned chauffeur directly using the details provided in your booking confirmation email and SMS.

If you are unable to reach the chauffeur, please contact Teleport at their 24-hour service hotline for immediate assistance. The service team will coordinate promptly to ensure continuity of your journey.

**4. Vehicle and Passenger Information**

**Q: What is the difference between a Sedan car and an MPV?**

A:

- Sedans (Mercedes E-Class or equivalent): Up to 2 passengers and 2 pieces of luggage
- MPV (Toyota Alphard/Vellfire or equivalent): Up to 4 passengers and 4 pieces of luggage.

Vehicle allocation remains subject to availability and local fleet specifications.

**Q: Can I request more than one vehicle?**

A: Each booking allows for one vehicle only. If you require an additional vehicle for the same date and time, you may need to submit a separate booking, subject to your available credits and vehicle availability.

**Q: Can I request multiple stops?**

A: No, each booking is limited to a single pick-up and drop-off location.

**Q: Can I request a specific chauffeur?**

A: We will endeavour to accommodate your preference. However, all chauffeur requests are subject to availability and scheduling considerations.

**Q: How are excess distance charges calculated?**

A: Each transfer includes a predefined distance allowance, which varies by city. If the journey exceeds this allowance, additional distance will incur per-kilometre charges, depending on the total distance travelled and vehicle type. Final charges are based on actual usage. Please refer to the programme's terms and conditions (Appendix 1a) for coverage locations and the distance included.

## **5. Special Arrangements**

**Q: I have a child under 1.35m. Do I have to include this information in during booking?**

A: Yes. If a child passenger under 1.35m will be travelling, please inform us at the time of booking.

In certain jurisdictions, children below 1.35m in height are required to be secured using an appropriate child restraint, booster seat or approved adjustable seat belt in accordance with local regulations (including Australia, Singapore, Taiwan and United Kingdom). A child seat can be arranged upon request and must be confirmed in advance. Availability is subject to prior notice. Providing accurate passenger details helps us ensure compliance with local safety regulations and a comfortable journey for all.

**Q: Is the baby seat or child seat provided?**

A: Yes, child and baby seats can be arranged at the point of booking.

Kindly indicate your request during the booking process to ensure availability. For safety and compliance reasons, requests must be declared at least 24 hours prior to pick-up. The chauffeur reserves the right to decline the journey if the required child seat has not been pre-arranged.

**Q: Can I travel with my pet?**

A: Yes, this can be arranged. Please submit your request in advance so we may confirm availability of a suitable vehicle and chauffeur.

## **6. During and After Your Ride**

**Q: Can I share my location when I am in my ride?**

A: Live location sharing is not available at this time.

**Q: What happens in event of an accident?**

A: The chauffeur will immediately contact Teleport hotline to arrange assistance and, where necessary, provide an alternative vehicle to continue your journey.

**Q: I left some belongings in the vehicle. What should I do?**

A: Please contact Teleport at their 24-hour service hotline for assistance.

**Q: How do I rate or provide feedback on my chauffeur?**

A: A feedback link will be shared with you at the end of your journey. You may use this link to rate your experience and provide comments on the chauffeur and overall service.

**Q: How do I tip my chauffeur?**

A: Tipping is entirely at your discretion.

**Q: I need assistance, how do I reach the Transport Vendor?**

A: Please contact Teleport at their 24-hour service hotline.