

Dated 1 April 2026

## **Terms and Conditions relating to Global Airport Limousine Service**

These Terms and Conditions govern the Global Airport Limousine Service (“**Service**”) benefits made available to eligible clients of Standard Chartered Global Private Bank (the “**Bank**”). The Service shall be valid until 31 March 2027, unless terminated or extended at the discretion of the Bank.

### **1. Service provider**

The Service is provided by Teleport Global Lifestyle Pte Ltd (“**Teleport**”), on behalf of the Bank.

### **2. Booking requirements and entitlements**

#### **2.1. Membership ID**

Clients must provide their unique membership ID when making a booking for the Service. The membership ID can be found in the email invitation or via the Membership eCard issued (refer to Clause 15).

#### **2.2. Entitlements**

2.2.1. Eligible clients are entitled to a total of eight (8) limousine transfer credits (“**Credits**”) per membership year across participating airports globally (as set out in **Appendix 1a**).

2.2.2. Credits may be pro-rated based on the client’s qualification date into the Membership Programme, at the sole and absolute discretion of the Bank.

2.2.3. For Singapore, eight (8) Credits may be used for eight (8) one-way airport transfers.

2.2.4. For overseas airport transfers, more than one (1) Credits may be required per one-way transfer, depending on the selected city and vehicle type.

2.2.5. The number of Credits deducted per booking will be reflected at the point of booking.

2.2.6. Unused Credits will expire at the end of membership year (i.e. 31 March) and will not be carried forward.

### **3. Booking lead time, amendments and cancellation policy**

#### **3.1. Booking lead time**

3.1.1. Regular period: Bookings must be made at least twenty-four (24) hours prior to the scheduled arrival or departure time.

3.1.2. Peak period: Bookings must be made at least forty-eight (48) hours prior to the scheduled arrival or departure time.

3.1.3. Bookings made within the stipulated cut-off periods are subject to availability.

### 3.2. Amendments

3.2.1. Amendments may be made up to twelve (12) hours prior to the scheduled pick-up time without charge.

3.2.2. Amendments made within twelve (12) hours prior to the scheduled pick-up time are subject to availability and an amendment fee of S\$15.00 will apply.

### 3.3. Cancellations

3.3.1. Singapore bookings cancelled less than twelve (12) hours prior to scheduled pick-up time will result in forfeiture of the booking Credit(s). Any additional payment made will also be forfeited.

3.3.2. Overseas bookings cancelled less than eighteen (18) hours prior to the scheduled pick-up time will result in forfeiture of the booking Credit(s). Any additional payment made will also be forfeited.

3.3.3. Bookings during major events and peak periods cancelled less than forty-eight (48) hours prior to the scheduled pick-up time will result in forfeiture of the booking Credit(s). Any additional payment made will also be forfeited.

3.4. **No-Shows:** In the event of a no-show, the booking Credit(s) will be forfeited.

## 4. Charges and surcharges

### 4.1. Charges borne by the Bank

The Bank will bear the following charges, where applicable:

Type of charges	Cost
Midnight surcharge (23:00 to 06:59 daily)	<ul style="list-style-type: none"><li>S\$12.00 per trip for Singapore bookings</li><li>S\$40.00 per trip for all other cities globally</li></ul>
Peak period surcharge. Blackout dates apply.	50% surcharge will apply during peak period. Applicable dates will be communicated to the client prior to booking confirmation.
Child or baby seat charges	<ul style="list-style-type: none"><li>S\$15.00 per seat for Singapore bookings</li><li>S\$30.00 per seat for all other cities globally</li></ul>
Location surcharge (e.g. Tuas, Corporation Road, Orchid Country Club, Sembawang Shipyard)	Additional surcharge of S\$15.00 per trip for pick-ups or drop-offs at the listed locations.
Pet rides	S\$30 per trip

#### 4.2. Charges borne by the Client

The following charges will be borne by the client:

- 4.2.1. Amendment fee of S\$15 for changes made within twenty-four (24) hours prior to the scheduled pick-up time
- 4.2.2. Excess distance charges beyond the complimentary transfer allowance (refer to Clause 11)
- 4.2.3. Excess waiting time charges beyond the applicable grace period (charged at 25% of the vehicle rate per 15-minute block) (refer to Clause 9)
- 4.2.4. Any other incidental charges not expressly stated as being borne by the Bank

#### 4.3. Final charges

- 4.3.1. Rates provided at the point of booking are based on estimated usage. Final charges will be determined based on actual usage.
- 4.3.2. Where additional surcharges are not duly paid by the client, the Bank reserves the right to:
  - 4.3.2.1. Deduct such charges from the client's remaining Credit(s), where applicable; or
  - 4.3.2.2. Charge the full trip cost and applicable surcharges to the client's account if no Credit remain.

#### 5. Capacity limits

Passenger and luggage capacity is determined by vehicle type. Children and infants are counted as one (1) passenger each.

- 5.1. Business sedan: Up to 2 passengers and 2 pieces of check-in luggage.
- 5.2. MPV/SUV: Up to 4 passengers and 4 pieces of check-in luggage.
- 5.3. Mini coach: Up to 6 passengers and 6 pieces of check-in luggage.

#### 6. Vehicle allocation

- 6.1. Illustrative vehicle types by region are set out in **Appendix 1b** (Fleet Guide).
- 6.2. Vehicle allocation remains subject to local fleet availability and equivalent models may be provided.
- 6.3. The Bank does not guarantee a specific vehicle make or model.

#### 7. Trip limitations

- 7.1. Each trip is valid for a single one-way airport transfer within the selected city.
- 7.2. Additional stops are not permitted. If more than one vehicle is required, separate bookings must be made and additional Credit(s) will apply.

#### 8. Confirmation

Booking confirmation, including status updates and driver details, will be sent to the primary mobile number and email address provided at least twelve (12) hours prior to the scheduled pick-up time.

## 9. Grace period

- 9.1. Arrivals: 60 minutes of complimentary waiting time will be provided from the actual flight landing time. Where the client requests a pick-up time later than the flight arrival time, a grace period of 15 minutes from the requested pick-up time will apply.
- 9.2. Departures: 15 minutes complimentary waiting time.
- 9.3. The assigned chauffeur may depart if passenger is uncontactable after the grace period.

## 10. Child seat requirements

In Australia, Singapore, Taiwan and United Kingdom, private hire vehicles are required by law to provide child or booster seats for passengers below 1.35 metres in height. Clients must declare this requirement in advance if a seat is needed. The chauffeur reserves the right to decline carriage if the requirement is not met. Child and baby seats are not required for mini coach.

## 11. Distance allowance for global transfers

Global airport transfer services include a complimentary distance allowance based on driven kilometres in each city. Any excess distance beyond the allowance will be chargeable and borne by the client.

## 12. Travel responsibility

The Bank shall not be liable for any delays or inability to provide such Service due to unforeseen circumstances including but not limited to weather conditions, traffic congestions, road closures, vehicle breakdowns, or other events beyond its control.

## 13. Meet and greet

Arrival hall layouts may vary by airport. Specific meet-and-greet instructions, where applicable, will be provided in the booking confirmation. Clients may contact Teleport's service hotline should assistance be required.

## 14. Data consent

By providing the unique membership ID and providing clients' and their accompanying passenger(s)' personal data for booking purposes, clients consent to (and shall procure their accompanying passenger(s)' consents to) Teleport and its affiliate network accessing and processing personal data of the client and accompanying passenger(s) for service fulfilment purposes.

## 15. Membership eCard

- 15.1. Eligible clients will receive an email invitation to download and activate the Membership eCard ("eCard") via Google Wallet or Apple Wallet.
- 15.2. Upon activation, the eCard enables identification as a client of Standard Chartered Global Private Bank.
- 15.3. The eCard is renewable annually, subject to the eligibility.
- 15.4. Upon expiry, the eCard will be moved to the archived or expired cards section within the client's digital wallet and will no longer be valid for use.

## 16. Complaints

Clients should contact Teleport at [scprivatebanklimo@teleportglobal.com](mailto:scprivatebanklimo@teleportglobal.com) immediately should they be dissatisfied with any aspect of the Service. Teleport will use reasonable endeavours to look into the issue within 2 working days of receipt of clients' notification and to respond to clients as soon as reasonably practicable.

## 17. General

- 17.1. The Bank may, at its sole and absolute discretion, amend, supplement, suspend, cancel or revoke any of the Service, without prior notice and without assuming liability.
- 17.2. The Bank reserves the right to vary, amend, add or delete any of these Terms and Conditions at any time without prior notice. Any amendments to the Terms and Conditions (including, but not limited to privileges and privileges, Credits or charges) will be effective upon posting at our website and Teleport's online booking portal. If you continue to use the Service after the date of amendment, you will be deemed to have agreed with and accepted the amended Terms and Conditions.
- 17.3. The Bank's decision on all matters relating to the Service shall be final, conclusive and binding.
- 17.4. The Bank is not an agent of Teleport, any third-party vendor and makes no warranty or representation as to the quality, value or fitness of any goods or services provided.
- 17.5. The Bank shall not be liable for any loss, injury, claim, cost, expense and/or damage arising from any malfunction, delay, technical error, system failure or acts or omissions of (a) Teleport in its provision of the Service, or of (b) participating third-party vendors or service providers in connection with the eCard.
- 17.6. Without prejudice and in addition to any other consent the client has already provided to the Bank and any right of the Bank under applicable laws, the client consents to the collection, use and disclosure of all information and particulars (including personal data) relating to the client by the Bank to the necessary third parties for the purposes of enabling the Bank and/or the third parties to provide the services and products relating to the benefits and privileges to the client.
- 17.7. All information is accurate at the time of publication. The Bank makes no representation or warranty whether expressed or implied and accepts no responsibility or liability for its completeness or accuracy.

## Appendix 1a: Global Airport Limousine Service - Coverage Locations

No	Region	Country	Airport	Airport Code	Distance included (km)	No. of credits for sedan	No. of credits for MPV	Extra KM Surcharge
1	APAC	Australia	Adelaide	ADL	20	3	3	5
2	APAC	Australia	Brisbane	BNE	20	3	3	5
3	APAC	Australia	Canberra	CBR	25	3	3	5
4	APAC	Australia	Melbourne	MEL	25	3	3	5
5	APAC	Australia	Perth	PER	20	3	3	5
6	APAC	Australia	Sydney	SYD	25	3	3	5
7	APAC	Cambodia	Phnom Penh	PNH	25	4	3	5
8	APAC	Cambodia	Siem Reap	SAI	25	4	3	5
9	APAC	China	Beijing Capital Airport	PEK	40	2	2	5
10	APAC	China	Beijing Daxing Airport	PKX	50	2	3	5
11	APAC	China	Chengdu	CTU	30	2	2	5
12	APAC	China	Guangzhou Baiyun International	CAN	40	2	2	5
13	APAC	China	Shanghai - Pudong	PVG	50	3	3	5
14	APAC	China	Shanghai Hongqiao	SHA	25	2	2	5
15	APAC	China	Hangzhou Xiaoshan	HGH	30	2	2	5
16	APAC	China	Shenzhen Bao'An	SZX	40	2	2	5
17	APAC	Hong Kong	Hong Kong Island	HKG	incl	2	2	5
28	APAC	India	Bangalore	BLR	40	4	3	5
19	APAC	India	Hyderabad	HYD	40	4	3	5
20	APAC	India	Delhi	DEL	40	3	2	5
21	APAC	India	Mumbai	BOM	40	3	2	5
22	APAC	Indonesia	Bali	DPS	40	3	3	5
23	APAC	Indonesia	Jakarta	CGK	40	3	3	5
24	APAC	Japan	Tokyo - Haneda	HND	30	4	4	5
25	APAC	Japan	Tokyo - Narita	NRT	85	4	4	5
26	APAC	Japan	Osaka - Kansai	KIX	50	5	5	5
27	APAC	Japan	Sapporo - New Chitose	CTS	50	5	5	5

28	APAC	Macau	Macau	MFM	incl	2	2	5
29	APAC	Malaysia	Kuala Lumpur	KUL	75	2	2	5
30	APAC	New Zealand	Auckland	AKL	30	3	4	5
31	APAC	New Zealand	Christchurch	CHC	10	3	4	5
32	APAC	Philippines	Manila	MNL	25	3	3	5
33	APAC	Singapore	Changi Airport	SIN	50	1	1	5
34	APAC	Singapore	Seletar Airport	XSP	50	1	1	5
35	APAC	South Korea	Seoul - Gimpo	GMP	50	3	4	5
36	APAC	South Korea	Seoul - Incheon	ICN	80	3	4	5
37	APAC	Taiwan	Songshan	TSA	15	2	2	5
38	APAC	Taiwan	Taipei	TPE	45	2	2	5
39	APAC	Taiwan	Taichung	RMQ	45	3	3	5
40	APAC	Taiwan	Tainan	TNN	25	3	3	5
41	APAC	Taiwan	Kaohsiung	KHH	20	2	2	5
42	APAC	Thailand	Bangkok	BKK	Zone 1	2	3	5
43	APAC	Thailand	Bangkok	DMK	Zone 1	2	3	5
44	APAC	Thailand	Phuket	HKT	30	3	3	5
45	APAC	Vietnam	Hanoi	HAN	30	3	5	5
46	APAC	Vietnam	Ho Chi Minh City	SGN	20	3	5	5
47	EMEA	Austria	Vienna	VIE	20	3	3	5
48	EMEA	Belgium	Brussels	BRU	20	3	5	5
49	EMEA	Croatia	Zagreb	ZAG	20	2	2	5
50	EMEA	Czech Republic	Prague Václav Havel Airport	PRG	25	3	3	5
51	EMEA	Denmark	Copenhagen	CPH	20	3	5	5
52	EMEA	Egypt	Cairo International	CAI	20	3	4	5
53	EMEA	Finland	Helsinki	HEL	20	3	3	5
54	EMEA	France	Paris CDG	CDG	60	4	5	5
55	EMEA	Germany	Berlin	BER	50	4	4	5
56	EMEA	Germany	Munich	MUC	50	4	4	5
57	EMEA	Germany	Frankfurt	FRA	20	4	4	5
58	EMEA	Greece	Athens International	ATH	50	4	5	5
59	EMEA	Hungary	Budapest Ferenc Liszt International	BUD	50	3	4	5
60	EMEA	Ireland	Dublin	DUB	20	4	4	5
61	EMEA	Italy	Rome-Fiumicino	FCO	35	3	5	5
62	EMEA	Italy	Florence	FLR	20	3	3	5

63	EMEA	Italy	Milan-Malpensa	MXP	60	6	7	5
64	EMEA	Italy	Milan- Linate	LIN	15	4	5	5
65	EMEA	Italy	Venice	VCE	15	5	5	5
66	EMEA	Luxembourg	Luxembourg Airport	LUX	15	3	4	5
67	EMEA	Netherlands	Amsterdam	AMS	20	4	4	5
68	EMEA	Netherlands	Rotterdam	RTM	20	8+topup	8+topup	5
69	EMEA	Norway	Oslo Airport	OSL	50	6	7	5
70	EMEA	Poland	Krakow John Paul II International	KRK	20	3	3	5
71	EMEA	Poland	Warsaw Chopin	WAW	20	3	3	5
72	EMEA	Portugal	Lisbon Humberto Delgado Airport	LIS	20	2	2	5
73	EMEA	Saudi Arabia	Jeddah	JED	20	5	6	5
74	EMEA	South Africa	Cape Town	CPT	25	3	3	5
75	EMEA	South Africa	Johannesburg	JNB	25	3	3	5
76	EMEA	Spain	Barcelona	BCN	15	3	3	5
77	EMEA	Spain	Madrid	MAD	15	3	3	5
78	EMEA	Sweden	Stockholm - Arlanda	ARN	25	6	6	5
79	EMEA	Sweden	Stockholm - Bromma	BMA	25	6	7	5
80	EMEA	Switzerland	Geneva	GVA	25	3	4	5
81	EMEA	Switzerland	Zurich	ZRH	25	3	4	5
82	EMEA	Turkey	Istanbul	IST	25	4	4	5
83	EMEA	UAE	Dubai	DXB	Business Bay	2	3	5
84	EMEA	UAE	Abu Dhabi	AUH	50	2	3	5
85	EMEA	United Kingdom	London City	LCY	35	4	5	5
86	EMEA	United Kingdom	London Gatwick	LGW	20	5	6	5
87	EMEA	United Kingdom	London Heathrow	LHR	20	4	5	5
88	EMEA	United Kingdom	London Luton	LTN	20	5	6	5
89	EMEA	United Kingdom	London Stanstead	STN	20	5	6	5

90	USA	Argentina	Bueno Aires	EZE	25	3	5	5
91	USA	Boston	Boston logan	BOS	10	4	5	5
92	USA	Chicago	Chicago O'Hare	ORD	25	5	6	5
93	USA	Denver	Denver International	DEN	25	4	5	5
94	USA	Detroit	Detroit Metropolitan Wayne	DTW	25	2	3	5
95	USA	Houston	George Bush Intercontinental	IAH	25	3	4	5
96	USA	Los Angeles	Los Angeles	LAX	50	5	7	5
97	USA	Las Vegas	Harry Reid International	LAS	Strip corridor	3	4	5
99	USA	New York	Newark Liberty	EWR	25	4	6	5
100	USA	New York	John F. Kennedy	JFK	20	5	8	5
101	USA	New York	LaGuardia Airport	LGA	25	6	8	5
102	USA	Philadelphia	Philadelphia	PHL	25	4	6	5
103	USA	San Francisco	San Francisco	SFO	25	6	8	5
104	USA	Seattle	Seattle-Tacoma	SEA	25	7	8	5
105	USA	Washington	Dulles International	IAD	25	4	6	5
106	USA	Canada	Toronto Pearson	YYZ	35	4	5	5
107	USA	Canada	Vancouver International	YVR	20	3	4	5

### Appendix 1b: Illustrative Fleet Guide

Region	Business Sedan	MPV / SUV
APAC	Mercedes E-Class or equivalent	Toyota Alphard/ Vellfire or Mercedes V-Class
EMEA	Mercedes E-Class or BMW 5-series	Mercedes v-Class
USA	Cadillac XTS, Lincoln MKS	Cadillac Escalade
Capacity	2 passengers, 2 check-in luggage	4 passengers, 4 check-in luggage