

Terms & Conditions for Complimentary Airport Limousine Transfers²

1) Definitions

- a) "PSPL" refers to Phillip Securities Pte Ltd.**
- b) "TBR" refers to TBR Singapore Pte Ltd.**

2) Entitlement to Complimentary Airport Transfers

- a) Platinum Tier Clients of PhillipBonds Private Client ("PBPC") are entitled to two (2) complimentary one-way limousine airport transfers per qualifying calendar year ("Qualifying Entitlements").**
 - b) Solitaire Tier Clients are entitled to six (6) complimentary one-way limousine airport transfers per qualifying calendar year ("Qualifying Entitlements").**
 - c) Each airport transfer refers to a one-way transfer to or from Singapore Changi airport in a single(1) vehicle ("Airport Transfer").**
 - d) The Qualifying Entitlements are non-transferable and the PBPC client must be a passenger during the use of the Qualifying Entitlements.**
- 3) Any unutilised Qualifying Entitlements cannot be carried over to the next calendar year.**
- 4) All Airport Transfer bookings must be made at least three(3) working days before the desired pick-up. Last minute bookings made within two(2) working days will be subject to availability. Bookings during peak periods and city-wide events will also be subject to availability. Bookings are subject to confirmation. An email confirmation will be sent within 48 hours to Client if the booking is successful.**
- 5) If the terms and conditions of this Programme are not met, PSPL will not reimburse any cost or expenses arising from the use of Airport Transfers.**
- 6) The limousine model for the Airport Transfer is pre-determined and at the sole discretion of PSPL and/or its agents, contractors or representatives. Pick-up details and requirements must be accurately provided during the booking process. Incomplete information or last-minute changes may result in the inability to provide the Airport Transfer.**

Additional requests including, but not limited to, extra pick-up points, luggage and/or additional passengers may be subject to additional charges. All additional charges arising shall be fully borne by the Client.

- 7) The following fees and charges will be levied by the limousine service provider to the Client should these scenarios occur:**
- a) Cancellation: Any cancellation or amendment must be made at least 24 hours prior to the scheduled Airport Transfer. Cancellations or amendments submitted less than 24 hours to the scheduled Airport Transfer will be treated as a deduction of one Qualifying Entitlement.**
 - b) No Show: A 'no show' is defined as the Client failing to show up for an arranged Airport Transfer. A 100% cancellation fee based on estimated charges will be imposed for a no show. The grace period for waiting for any Airport Transfer shall be limited to the following in (i) & (ii), beyond which, it will be treated as a 'no show':**
 - I. Airport Arrival pickups in APAC destinations: 60-minute grace waiting time from actual flight landing time**
 - II. All other pickups including Airport Departures: 15-minute grace waiting time. Client will bear the cost of extra transfer cost after the grace waiting time at 25% of the transfer cost will be charged for every 15 min of waiting time (if applicable)**
 - c) No-Show by Driver: If there is a no-show by driver, client must call TBR shall arrange with TBR for an immediate rescue alternative within one hour. If a rescue limousine is unavailable at point of No-Show, there will be no charge imposed on the client.**
 - d) The Limo service provider - TBR, will release the driver upon end of grace waiting period if the client is not on board by the 60th min for arrival and 15th min for departure. Upon the release of the driver, TBR will send a notification email to bonds@phillip.com.sg to update on client's no show.**
- 8) Child/Booster seats: It is mandatory by law in Singapore to have a child/booster seat for children below the height of 1.35m. The driver reserves the right to decline pickups if a baby or child appears without Client's prior request for a seat. Each child or baby seat costs SGD27.00.**

- 9) Pets are not allowed on board, even if they are in travel crates or bags.**
- 10) The Airport Transfer does not include any additional stops. Any on the road add-ons such as mid-stops, additional distance incurred, last minute cancellations, amendment fee or additional waiting time will not be allowed**
- 11) Maximum capacity for each vehicle type is as follows:**
- a) Sedan and First Class: maximum of 3 passengers and a maximum of 2 suitcases (max dimensions 28" each)**
 - b) People carrier: maximum of 4 passengers and a maximum of 4 suitcases (max dimensions 28" each)**
 - c) Carry-on luggage is considered cabin suitcase, passengers may carry their own bags in vehicle if it makes no potential damage to the vehicle interior. The assigned driver reserves the right to reject excess luggage for safety regulations.**
- 12) PSPL will not be liable for a driver's no show or vehicle breakdown.**
- 13) PSPL shall have the absolute discretion to use any agents, contractors, correspondents or other third party service providers to administer and/or implement the Programme. PSPL shall not be liable to any clients or third party for any act, omission or neglect on the part of such agents, contractors, correspondents or third parties.**
- 14) Only Clients in Platinum and Solitaire tiers are entitled to the complimentary Airport Limousine Transfers, as determined by PSPL in the Programme. Participation in this Programme shall be governed by these terms and conditions and any amendments made hereto from time to time at PSPL's sole discretion.**
- 15) PSPL is not the supplier of any of the goods and/or services provided by any agent, correspondent or other third party service provider and shall not in any way be liable for any goods, and/or services, the quality or performance of such goods and/or services supplied/provided by any agent, correspondent or other third party service provider pursuant to the Client. Notwithstanding anything herein, PSPL shall not at any time be responsible or held liable for any loss, injury, damage or harm suffered by or in connection with the products and/or services provided by any agent, correspondent or other third party service provider. Neither PSPL nor its agents will be responsible for any late pick up or long travel time as a result of unforeseen conditions such as bad weather, road and traffic conditions (and similar conditions) that may cause Cardmembers to arrive late or miss their flight.**

- 16) For pick-ups from Changi International Airport, Clients are encouraged to book their airport limousine pick up based on their estimated flight arrival times (ETA) to allow the airport limousine service provider to track changes in flight timing.**
- 17) PSPL reserves the right at its absolute discretion to vary, delete or add to any of these terms and conditions from time to time by giving notice. Notwithstanding any provision to the contrary, PSPL is entitled, at any time, in its reasonable discretion and with reasonable notice, to terminate the Programme or withdraw, cancel or invalidate any Entitlement(s) already issued.**
- 18) PSPL's decision on all matters relating to the Programme is final and binding on all PBPC Clients. Clients using the Airport Transfer shall adhere to terms and conditions of the agents, contractors, correspondents or other third party service providers to administer and/or implement the Programme.**

At a Glance:

- PBPC Platinum members will be entitled to two (2) complimentary limousine one-way airport transports per qualifying year
- PBPC Solitaire members will be entitled to six (6) complimentary limousine one-way airport transports per qualifying year
- Grace Period
 - o Airport arrival pickups: 60 mins (from the actual flight landing time)
 - o Airport departure pickups: 15 mins
 - o After the grace period, 25% of the transfer cost will be charged for every 15 min of waiting time (if applicable).
 - o Driver will leave the pickup location if passenger is unreachable and does not show up before the grace period ends.
- All bookings must be made at least 48 hours prior to the commencement of travel
- Any cancellations made 24 hours or less prior to pick-up will incur a 100% cancellation fee
- Baby / Child seats are chargeable at SGD27 per seat.
- Extra-stops are not allowed for the bookings
- Pets are not allowed on board, even if they are in travel crates or bags
- Vehicle Capacity:
 - o Sedan: maximum of 3 passengers and a maximum of 2 suitcases, with dimensions no larger than 28
 - o People Carrier: maximum of 4 passengers and a maximum of 4 suitcases, with dimensions no larger than 28"

