

## CHANGI MEET & GREET

### Terms and Conditions of Use

www.changimeetandgreet.com is owned by Changi Travel Services Pte Ltd. Any reference in these Terms and Conditions of Use (“**Terms and Conditions**”) to “**CTS**”, “**us**” or “**we**” shall mean Changi Travel Services Pte Ltd.

We provide the Changi Meet & Greet Services. Our team of dedicated concierges provide assistance to all Customers (also referred to as “**you**” or “**your**”) as they make their way through airport arrivals, departures and/or transfers. We endeavour to provide all Customers with a swift and seamless travel experience from the moment of arrival at Changi Airport until the time of departure.

Please read these Terms and Conditions carefully. By using the Website, submitting the Booking Form or accessing any reservation system or any tool through which the Changi Meet & Greet Services are requested, you shall be deemed to have accepted and agreed to be legally bound by these Terms and Conditions. If you do not accept these Terms and Conditions, you should not access or use the Website and you should not make a Booking or utilize any of the Changi Meet & Greet Services.

#### 1. Definitions

1.1. The following definitions shall apply in these Terms and Conditions:

- a) **Booking(s)**: means the booking of any Changi Meet & Greet Services via the Booking Form.
- b) **Booking Fee**: means the charges payable by you for the booking of any Changi Meet & Greet Services.
- c) **Booking Form**: means the online Changi Meet & Greet Booking Form which is available on the Website.
- d) **Changi Meet & Greet Services**: means all or any of the meet and greet services and airport transfers provided by us at Changi Airport Singapore on the Website.
- e) **Customer(s)**: means the persons who book the Changi Meet & Greet Services and/or any persons for whom the Changi Meet & Greet Services have been booked for.
- f) **Grace Period**: means 30 minutes from the Meeting Time. For departure bookings, it will be calculated from the time stipulated on the Booking Form. For arrival and transit bookings, it will be calculated from the time the last passenger disembarks from the plane (flight as stipulated in the Booking Form).

- g) **Major Amendments:** means changes to the Booking Form that substantially affects the Booking which includes but are not limited to changes to the Meeting Time, number of Customers under the Booking and switches to the type of Meet & Greet Packages.
- h) **Meet & Greet Packages:** means the packages for the Changi Meet & Greet Services listed on the Website.
- i) **Meeting Time:** means the date and time slot selected by you in the Booking for the provision of the Changi Meet & Greet Services.
- j) **Non-Standard Baggage:** The typical luggage size we'd suggest is 64 x 41 x 26 centimeters, which is the 24" medium-sized luggage. Any luggage larger than the above size, will be considered as two separate pieces.
- k) **No Show:** means the failure by you or any of the Customers for whom the Changi Meet & Greet Services have been booked for to utilize the Changi Meet & Greet Services at the Meeting Time after the lapse of the Grace Period.
- l) **Terms and Conditions:** means these terms and conditions, as amended from time to time.
- m) **Website:** means the Changi Meet & Greet website at [www.changimeetandgreet.com].

## 2. Booking of Changi Meet & Greet Services

- 2.1. You may book Changi Meet & Greet Services online using the Booking Form which can be found at the Website, via email to [changimeetandgreet@changirecommends.com.sg](mailto:changimeetandgreet@changirecommends.com.sg), or over the counter at any Changi Recommends booth at Changi Airport. In the event you call our hotline at +65 6701 1185, our customer service officers will assist you in making a Booking using the Booking Form at the Website.
- 2.2. Changi Meet & Greet Services may only be booked no less than 48 hours before your scheduled arrival time.
- 2.3. It is your responsibility to ensure that all information contained in the Booking Form is accurate. Such information includes but is not limited to your contact details, flight details and pick-up time. In the event your flights are delayed or re-scheduled, we will re-schedule the Meeting Time accordingly. Subject to clause 3.5 of these Terms & Conditions, you may be eligible for a refund in the event your flight is cancelled pursuant to a decision made by the airline in question and through no fault of your own.

- 2.4. It is your responsibility to ensure that a selected Meeting Time is appropriate for your departure or arrival flight times and which would allow you to adequately complete your travel arrangements in good time.
- 2.5. If you are travelling with infants and/or young children and need a child safety seat, please indicate it in the Booking Form under "Other remarks". We will contact you within one business day regarding the availability of our child safety seats for rent. Additional charges may apply. If the seat is unavailable, you will be notified and will have to make your own arrangements for your child's safety.
- 2.6. It is your responsibility to inform us if you are travelling with Non-Standard Baggage. In the event that the Non-Standard Baggage is unable to fit into our regular vehicle(s), you agree to be liable for any additional charges that may be incurred as a result of us having to transfer your NonStandard Baggage in a baggage van or such other alternative mode of transport that we may determine to be appropriate.
- 2.7. It is your responsibility for ensuring that you have the relevant travel approvals, permits or visas for entering or leaving Singapore.

### **3. Payments, late Bookings, No Show, cancellations and amendments of Bookings**

- 3.1. All Bookings made through the website or via email will require full payment by credit card at the time the Booking is made. All Bookings made over the counter at our Changi Recommends booths will require full payment by cash or credit card at the time the Booking is made.
- 3.2. After a Booking is made, you should receive within 24 hours a "booking confirmation" email that confirms all the details of your Booking ("**Booking Confirmation Email**"). Please read the Booking Confirmation Email carefully and check that all details are correct and if anything is incorrect please notify us immediately. Please note that a Booking is not deemed to be confirmed until you receive the Booking Confirmation Email. Please ensure that your email account settings permit you to receive the Booking Confirmation Email. If you do not receive the Booking Confirmation Email within 24 hours from the time of making the Booking, please contact us immediately at +65 6701 1185.
- 3.3. After the Booking Form is submitted on the Website, in the event of any amendments to the information contained in the Booking Form, you must notify us immediately in writing by way of email sent to:

[changimeetandgreet@changirecommends.com.sg](mailto:changimeetandgreet@changirecommends.com.sg)

- 3.4. You may only request Major Amendments to your submitted Booking Form(s) no less than 48 hours before the scheduled Meeting Time. Any Major Amendments to Booking Forms less than 48 hours but more than 24 hours before the Meeting Time shall incur a cancellation charge of 50% of the Booking Fee. Any Major Amendments to Booking Forms less than 24 hours before the Meeting Time shall incur a penalty of 100% of the Booking Fee regardless if we are able to accommodate the Major Amendments. For successful amendments, you will bear 100% of the new Booking Fee in addition to the abovementioned penalty charge.
- 3.5. Any request for cancellation of a Booking received by us more than 48 hours before the Meeting Time will be eligible for a refund of the Booking Fee paid, less any charges which may be imposed by the credit card companies. There shall be no refund of all or any part of the Booking Fee for any cancellations made less than 24 hours before the Meeting Time. All cancellation will be subjected to a 20% administration fee.
- 3.6. A refund of the Booking Fee (where applicable) shall be made to the same credit card which was used by you when making the Booking, less any charges which may be imposed by the credit card companies.
- 3.7. A No Show shall not be eligible for any refund whatsoever.

#### **4. Disclaimers and Limitations of Liability**

- 4.1. To the maximum extent permitted by law, we accept no responsibility whatsoever for any damage, loss, accident or sickness that you or anyone else may suffer or incur arising out of or in connection with the utilization of the Changi Meet & Greet Services. You agree that we shall not be liable for and that you shall waive all rights of claim you may have against us for any loss, damage or inconvenience caused in the event that we are unable to provide you with all or any of the Changi Meet & Greet Services pursuant to any direction or order issued by any third party, including an airport authority, a governmental or any other regulatory authority.
- 4.2. You agree that we shall not be liable to you for any costs, loss, expenses or any other consequences suffered by you in the event of any delays or any actions caused by any third party, including but not limited to the Immigration & Checkpoint Authority of Singapore.
- 4.3. You agree that under no circumstances shall we be liable to you in contract, tort or otherwise for any consequential, special, indirect, incidental or punitive damages.
- 4.4. You agree to indemnify, defend and hold us harmless from all losses, damages, claims, demands, proceedings, costs (including solicitor and client costs) and expenses suffered by us or made against us by any third party for any loss, damage of property, death and/or injury arising out of or resulting from your act, negligence, omission or default.

## 5. Insurance

5.1. WE STRONGLY RECOMMEND THAT ALL CUSTOMERS PURCHASE COMPREHENSIVE TRAVEL INSURANCE IN THE EVENT OF POTENTIAL LOSSES THAT YOU MAY INCUR DUE TO DELAYS OR CANCELLATION OF FLIGHTS OR ANY OTHER TRAVEL ARRANGEMENTS AS WELL AS POTENTIAL DAMAGE TO BAGGAGE.

## 6. Governing law and jurisdiction

6.1. These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.

6.2. Any dispute arising out of or in connection with these Terms and Conditions and/or the provision of the Changi Meet & Greet Services shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("**SIAC**") in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("**SIAC Rules**") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore. The Tribunal shall consist of one arbitrator. The language of the arbitration shall be English.