

DEFINITIONS:

In these Conditions, except where the context otherwise requires or where it is otherwise expressly provided, the following expressions have the meanings respectively assigned to them, that is to say:

“ULA TRANSFER” refers to Arrival, Departure, Internal City Transfer services offered by Ulavi Technologies Pte. Ltd. via the <http://www.ULACAB.COM> or ULA Mobile Platform.

“ULA TRANSFER” refers to single or group of traveler(s) taking a ULA TRANSFER from one of the Changi Airport Terminals to a destination in Singapore (e.g. hotel or residence) or a DEPARTURE TRANSFER from destination in Singapore to one of the Changi Airport Terminals;

“ARRIVAL TRANSFER” refers to the transfer of traveler(s) from one of the Changi Airport Terminal or Cruise terminal or Ferry terminal or Bus terminus or Train station or Tuas / Woodlands checkpoint pickup point to a destination in Singapore (e.g. hotel or residence or cruise terminal or ferry terminal or bus terminus or train station or Tuas / Woodlands checkpoint);

“DEPARTURE TRANSFER” refers to the transfer of traveler(s) from destination in Singapore to one of the Changi Airport Terminals or Cruise terminal or Ferry terminal or Bus terminus or Train station or Tuas / Woodlands checkpoint;

“INTERNAL CITY TRANSFER” refers to transfer from destination in Singapore (e.g. hotel or residence or attraction) to another destination in Singapore (e.g. hotel or residence or attraction).

“ORDER VOUCHER” means the order confirmation voucher that is issued upon order confirmation, either being purchased at ULA designated affiliate travel desk or on a website or mobile APP. Order confirmation voucher shows the booking order details and prevailing terms and conditions;

“OUT-OF-CITY AREA SURCHARGE” refers to the additional amount of charge that will be imposed on top of the TRANSFER RIDE pricing due to longer kilometers run (i.e. longer distance from the pickup location). OUT-OF-CITY area will be determined and advised at point of booking.

“MIDNIGHT SURCHARGE” refers to the additional amount of charge that will be imposed on top of the TRANSFER RIDE pricing due to out-of-usual operating hours. Surcharge will be determined and advised at point of booking.

“WAITING TIME” refers to the standard default (or) pre-booked service-level based waiting time allocated for a purchased transfer and vehicle types combination. Additional Waiting Time charges will be imposed on top of the purchased standard default (or) pre-booked service-level based waiting time, when the captain/chauffeur/driver is requested to wait longer than the defined waiting time. Additional Waiting Time Charges based on the vehicle type are directly charged by the Captain/chauffeur/driver to the booker or traveler, as additional charges.

STANDARD DEFAULT WAITING TIME

FLIGHT ARRIVAL TRANSFER carries 02 types of Waiting Time;

- i. FIXED ETA: Captain/chauffeur/driver will arrive 40 minutes after the flight arrival and wait for 20 minutes (in total, its 60 minutes from flight arrival) based on the defined flight ETA at the time of booking the ULA TRANSFER.
- ii. FLIGHT ETA: Captain/chauffeur/driver will arrive 40 minutes after the flight arrival and wait for 20 minutes (in total, its 60 minutes from flight arrival) after the real-time flight lands.

CRUISE ARRIVAL TRANSFER, Captain/chauffeur/driver will arrive 100 minutes after the cruise arrival and wait for 20 minutes (in total, its 120 minutes from Cruise Arrival & Dock).

FERRY ARRIVAL TRANSFER, Captain/chauffeur/driver will arrive 30 minutes after the ferry arrival notification by the traveler(s) to the assigned captain/chauffeur/driver and wait for 15 minutes (in total, its 45 minutes from ferry arrival) after the real-time ferry docks.

TRAIN ARRIVAL TRANSFER, Captain/chauffeur/driver will arrive 30 minutes after the train arrival at the train station is notified by the traveler(s) to the assigned captain/chauffeur/driver and wait for 15 minutes (in total, its 45 minutes from train arrival) after the real-time train arrival.

BUS ARRIVAL TRANSFER, Captain/chauffeur/driver will arrive 30 minutes after the bus arrival at the bus terminus is notified by the traveler(s) to the assigned captain/chauffeur/driver and wait for 15 minutes (in total, its 45 minutes from bus arrival) after the real-time bus arrival.

PRE-BOOKED SERVICE LEVEL BASED WAITING TIME

This service is yet to be launched and the terms of use will be updated once the service is available for users.

“NO-SHOW FEE” refers to the captain/chauffeur/driver marking the current job as “No Show” when the traveler(s), after the standard waiting time (or) pre-booked service-level based waiting time has elapsed and additional waiting time purchase to avoid such no-show is not pre-authorized at the time of the purchase for any of the ULA TRANSFER services.

Our captain/chauffeur/drivers will arrive punctually at the designated pick-up address to ensure that you get to the requested destination on time.

To ensure timely departure transfers, we recommend that you arrange for pick up at least three hours before the departing flight/vessel/train/bus. If your place of accommodation is far from the airport/cruise terminal/ferry terminal/train station/bus terminus/stop, we suggest that you arrange for an earlier pick up, so as to allow ample time for your journey and the check in requirements.

In joining the CHAUFFEUR RIDE, it is deemed that the passenger has fully accepted all <http://www.ULACAB.COM> or ULA Mobile App Terms and Conditions by Ulavi Technologies Pte. Ltd.

The Passenger agrees to indemnify, defend and hold Ulavi Technologies Pte. Ltd. and its affiliates, and their respective officers, directors, owners, agents, information providers and licensors (collectively, the “INDEMNIFIED PARTY”) harmless from and against any claims, liability, losses, costs and expenses (including attorneys' fees) incurred by any INDEMNIFIED PARTY in connection with any breach by you of these Terms and Conditions and Privacy Policy.

PICK UP POINTS AND TIME:

The Passenger is advised to be ready for boarding at least 10 minutes prior to its scheduled departure time. Ulavi Technologies Pte. Ltd. reserves the rights to revise the timings or reassign captain/chauffeur/drivers & similar requested vehicles types without prior notice, if it is deemed necessary.

From Airports, Cruise Terminal, Ferry Terminal, Train Station and Bus Terminus/stops, ARRIVAL TRANSFER, traveler(s) are advised to wait at the Information Counter or designated Pick-Up Point concierge (or) as directed by the Captain/chauffeur/driver picking up the traveler(s) at least 10 minutes prior to its scheduled arrival pick-up time for easy recognition.

From Hotel, DEPARTURE, INTERNAL CITY TRANSFER, traveler(s) are advised to wait at their hotel concierge at least 10 minutes prior to its scheduled departure time for easy recognition.

From Attraction, Pick-Up TRANSFER, traveler(s) are advised to wait at their designated Pick-Up Point concierge (or) as directed by the Captain/chauffeur/driver picking up the traveler(s) at least 10 minutes prior to its scheduled departure time for easy recognition.

AMENDMENT, CANCELLATION AND REFUND POLICY:

Amendment to the ULA TRANSFER service must be made at least twelve (12) hours in advance prior to the indicated pick-up timing, and must be made through <http://www.ulacab.com> or ULA USER Mobile APP or Ulavi Technologies Pte. Ltd. call centre contact points: (1) Contact Number: +65 6513 6380 (Office hours: 1000hrs – 1800hrs); (2) Whatsapp ID: +65 8605 1421 (24 hours), and subject to availability. Ulavi Technologies Pte. Ltd. will not be liable, in any circumstances, in the event where there is no availability of vehicles to pick up the Passenger.

Any amendments to pick-up time and pick-up location is subjected to prevailing surcharges; (1) Midnight Surcharge, and (2) OUT-OF-CITY Area Surcharge.

ULA Cancellation Penalty fees will apply for ALL cancellations >24 hours of the scheduled pickup time.

All cancellations for transfers booked received less than twenty-four (24) hours prior to indicated pick-up timing require a 100 percent forfeiture of the paid trip total.

All cancellations for transfers booked must be received at least twelve (12) hours prior to indicated pickup timing to avoid forfeiture of 100 percent of the paid trip total.

It is the Passenger's responsibility to notify Ulavi Technologies Pte. Ltd. through the call centre contact points in the event of the amendment and/or cancellation of transfers booked, and to reconfirm their modified bookings.

Now / Immediate Jobs

Any cancellation by User/Traveller after the driver has arrived, require a 100 percent forfeiture of the paid trip total.

Any cancellation by User/Traveller after one minute of job acceptance by the driver requires to pay \$5.30 as cancellation fee.

Advance/ Future Jobs

Any cancellations upon accepted by the driver carries 30 percent forfeiture of the paid trip total for the User/Traveller if the cancellation is greater than 3 Hours & less than 24 Hours.

Any cancellations upon accepted by the driver carries 10 percent forfeiture of the paid trip total for the User/Traveller if the cancellation is greater than 24 Hours.

Any cancellations upon job accepted and started by the driver carries 30 percent forfeiture of the paid trip total for the User/Traveller if the cancellation is less or greater than 24 Hours.

Any cancellations upon job accepted and arrived by the driver carries 100 percent forfeiture of the paid trip total for the User/Traveller if the cancellation is less or greater than 24 Hours.

Any Driver NO-SHOW when job accepted and didn't arrive by the driver carries 100 percent forfeiture of the paid trip total for the Driver to the User/Traveller when it is less or greater than 24 Hours.

Any cancellation by Driver after job acceptance requires to pay \$5.30 as cancellation fee if its more than 24 hours.

Any cancellation by Driver after job acceptance requires to pay 100 percent as cancellation fee if its within 24 hours.

SAFETY:

The Passenger is obliged to remain seated on-board the ULA TRANSFER and acknowledges that he/she is advised of all circumstances, including safety regulations. The passenger also undertakes not to harm other on-board passengers and captain/chauffeur/driver, carrier facilities and litter the vehicle. If these obligations are breached, Ulavi Technologies Pte. Ltd. may deny the passenger boarding rights and have him/her responsible for the damage(s) and disturbance incurred.

ACCIDENT OR LOSS OF PROPERTY:

Ulavi Technologies Pte. Ltd. will not be liable for any loss, damage, delay, inconvenience, or direct or consequential loss caused. The passenger is advised to ensure that all belongings are with them at all times before boarding and alighting the vehicle.

BAG / LUGGAGE SIZE:

The typical travel bag or travel luggage size we'd suggest is 64 x 41 x 26 centimetres, which is the 24" medium-sized luggage. If your travel bag or luggage is larger than this, it will be considered as two separate pieces of luggage.

At the point of booking, you will be informed on the estimated number of luggage that your selected vehicle can fit.

We regret to inform you that normal (SEDAN, ECONOMY, PREMIUM, LIMOUSINE) car types are unable to fit in excess luggage or large items. If you are carrying excess luggage or large items (such as skis, golf clubs etc.) please enquire us in advance before your order.

FOOD & BEVERAGES:

To ensure the comfort of all passengers and cleanliness on the limousine, please refrain from consuming any food and beverages and (or) alcohol on-board the limousine.

CONFIRMATION DETAILS:

Leave the details to us so you can enjoy your travels worry-free! Upon completion of your order, a confirmation email will be sent to your registered email inbox with the booking details with terms & conditions.

Your captain/chauffeur/driver would be waiting for you at the designated meeting point and will be holding a Digital / Standard placard with your name on it.

IMPORTANT TO NOTE:

- Please make reservations at least 3 days in advance to guarantee the availability of a chauffeur;
- Extra charges will apply for >90minute delays for arrival pickup at airport or >30 minute delays for departure pickup at preferred location;
- No refunds will be made if the cancellation request is made less than 48 hours prior to the requested pickup time, wrong information is provided, no show or flight delays;
- All prices stated are for single-trip journeys only, unless the bookings are made for 02-way journeys.
- For return trips, a separate booking for the second leg of the trip has to be made.

MISCELLANEOUS

Ensuring a safe and pleasant ride

Our captain/chauffeur/drivers reserves the right to refuse to pick up the passenger(s);

- 1) if it doesn't match the booking details with regard to the number of pax and bags/luggage (or)
- 2) If it doesn't match the booking details with regard to the special needs like wheelchair bound traveller(s) (or) traveller(s) with pets or animals.

- 3) they are seen to be under the influence of alcohol or drugs, or if they display behaviour and/or language that is abusive and potentially damaging to the captain/chauffeur/driver, other passengers or the vehicle.
- 4) Any other reasons, which our captain/chauffeur/driver feel not comfortable or conducive that will or may result in compromising the safety or the quality of the ride.

If the service is cancelled due to the above reasons, there will be no refunds and you may be liable for any vehicle damages and cost incurred.