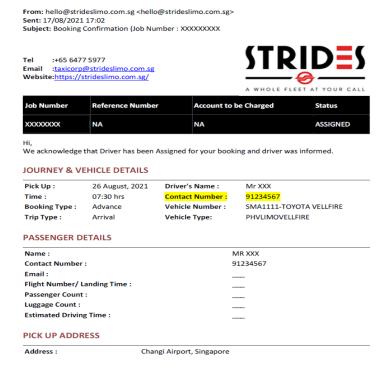
### Instructions on how to Pre-book a Dedicated Transport Vehicle

# For Travellers Arriving at Singapore Changi Airport and Serving 10-day Stay Home Notice (SHN) at Residences/Self-Sourced Accommodation

1. All travellers are **strongly advised** to pre-book a dedicated transport vehicle prior to arrival in Singapore. This will minimise the wait time for a transport to take you to your SHN residence/self-sourced accommodation.

#### Pre-booking Process

- 2. At least 3-days prior to your arrival, send an email to <a href="mailto:taxicorp@smrt.com.sg">taxicorp@smrt.com.sg</a> to pre-book the dedicated transport vehicle
  - a) Indicate in subject title of email 'SHN Transfer'
  - b) Provide the following details in your email
    - a. Passenger Name:
    - b. Number of Adults:
    - c. Number of ChidIren below 12:
    - d. Child Seat (Y/N):
    - e. Number of Luggages:
    - f. Arrival flight/ vessel number:
    - g. Date of Arrival:
    - h. Estimated Time of Arrival:
- 3. At maximum, each vehicle can accommodate 4 passengers, and up to three 28/30" size luggage, two 24/25" luggage, and one small luggage. You will need to pre-book an additional vehicle at extra cost if your needs exceed the capacity of one vehicle. Should you have such additional needs, please also indicate this in your email.
- 4. Upon confirmation booking, expected to be 24 hours prior to your Estimated Time of Arrival, you will receive a **booking confirmation email** from <a href="hello@strideslimo.com.sg">hello@strideslimo.com.sg</a>. Please take note of the driver's contact number in the email (see example highlighted below).



### Upon Arrival at Changi Airport

- 5. After completing all airport arrival processes (e.g. arrival immigration, baggage collection, onarrival test (if required)), you will be directed to a holding area where you will wait for your dedicated transport:
  - a) Show the soft/hard copy of the booking confirmation email to officers managing the waiting area;
  - b) Call the driver's contact number in the booking confirmation email to let the driver know that you are ready to be picked up from Changi Airport Terminal 1/3. Wait at the holding area for the vehicle;
  - c) Once the driver arrives at the terminal building (est. in 10mins), he/she will call you to link-up, and you will be escorted to your designated vehicle.
- 6. Please see **Annex A** for further information on charges, conditions, and other matters.

**END** 

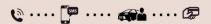
STRIDES

#### **ANNEX A – Additional Information**

**Arrival Transfer** and **Round Trip** for Swap Test \$200

## Welcome to Singapore!

Book a Strides transport for a safe and reliable ride.





#### How to Book for your Arrival Transfer

Step 1: Call 6477 5977 (24/7 hotline) to book. Please select option 1. Or email us at taxicorp@smrt.com.sg

Step 2: Quote "SHN Transfer".

Step 3: Provide your reservation details to our Call Agent.

Step 4: Receive confirmation SMS on driver and vehicle information.

Step 5: Receive vehicle arrival SMS when your driver has arrived.

Step 6: Approach ground coordinator upon receiving vehicle arrival SMS for escort to vehicle.

Step 7: Make payment to the chauffeur upon boarding of vehicle.

Step 8: Enjoy your ride!

\*Additional vehicle required will be charged at \$110\*.

#### How to book a Round Trip for your Swab Test

Step 1: Call 6477 5977 (24/7 hotline) at least 12 hours in advance to book. Please select option 1. Or email us at taxicorp@smrt.com.sg

Step2: Quote "SWAB Test" and provide the **Booking Reservation Number** from the confirmation SMS received during Arrival.

Step 3: Provide your reservation details to our Call Agent.

Step 4: Receive confirmation SMS on driver and vehicle information.

Step 5: Receive vehicle arrival SMS when your driver has arrived.

Step 6: Proceed to pick up location to board vehicle.

Step 7: Enjoy your ride!

Terms and Conditions

The Amount paid is non-refundable, non-exchangeable and non-transferable and have to be utilized during the 14-days SHN.

Swab Round Trip: Grace waiting time of 20 minutes for pick-up to swab test, subsequent waiting time is chargeable at 515 per 15 minutes block| Passanger are required to coordinate the return pick-up timing with chauffeur.

Booking Reservation Number received during booking must be provided during booking for Round-trip for swab test! Driver will move off from location if unable to contact passanger after the grace waiting time.

Any amendment of pick-up details for Round-trip for swab test (time, pick-up location) has to be made at least on be made at least on be made at least on the pick up dedictional passanger or item not stated during reservation | Max capacity up to 4 passengers per vehicle for VELLFIRE and up to 2 passangers for Standard vehicles.

## Add-on Trips

Book a Strides transport for a safe and reliable ride.





#### Need another round trip for Swab Test? Book a ride with us at \$90\*

Step 1: Call 6477 5977 (24/7 hotline) at least 12 hours in advance to book. Please select option 1. Or email us at taxicorp@smrt.com.sg

Step 2: Quote "Additional SWAB Test".

Step 3: Provide your reservation details to our Call Agent.

Step 4: Receive confirmation SMS on driver and vehicle information.

Step 5: Receive SMS on vehicle arrival information when your driver has arrived.

Step 6: Make payment to the chauffeur upon boarding of vehicle.

Step 7: Proceed to pick up location to board vehicle.

Step 8: Enjoy your ride!

#### Need a ride during SHN? Book a one-way trip at \$45\*

Step 1: Call 6477 5977 (24/7 hotline) at least 12 hours in advance to book. Please select option 1. Or email us at taxicorp@smrt.com.sg

Step2: Quote "One Way".

Step 3: Provide your reservation details to our Call Agent.

Step 4: Receive confirmation SMS on driver and vehicle information.

Step 5: Receive SMS on vehicle arrival information when your driver has arrived.

Step 6: Make payment to the chauffeur upon boarding of vehicle.

Step 7: Proceed to pick up location to board vehicle.

Step 8: Enjoy your ride!

Terms and Conditions

Terms and Conditions