

Privilege Banking Limousine Transfer Service Terms and Conditions

Syarat dan Ketentuan Limousine Transfer Service (LTS)

1. *Voucher* berlaku untuk layanan penjemputan atau pengantaran, satu arah (*one-way*) melalui kerjasama dengan Sixt Limousine Service
2. Jenis kendaraan yang dapat dipilih terdiri dari: Luxury Sedan atau MPV atau 13-Seater
3. Kapasitas maksimum penumpang dan jumlah koper dibedakan berdasarkan tipe kendaraan sbb:
 - Luxury Sedan | 4 (empat) orang | 1 (satu) koper besar dan 2 (dua) koper kecil
 - MPV | 6 (enam) orang | 2 (dua) koper besar dan 1 (satu) koper kecil
 - 13-Seater | 12 (dua belas) orang | 3 (tiga) koper besar dan 3 (tiga) koper kecil
4. *Voucher* hanya dapat digunakan untuk 1 (satu) kali transaksi penjemputan atau pengantaran
5. Kehilangan atau kerusakan *voucher* setelah diterima nasabah menjadi tanggung jawab nasabah
6. *Voucher* tidak dapat ditukarkan dengan uang tunai atau program lainnya
7. *Voucher* yang hilang/kadaluarsa tidak dapat digantikan
8. Reservasi disesuaikan dengan ketersediaan jadwal dari Sixt Limousine Service
9. Syarat dan ketentuan penggunaan layanan ini mengikuti syarat dan ketentuan yang berlaku di Sixt Limousine Service
10. Segala bentuk layanan tambahan wajib dibayarkan langsung oleh nasabah kepada pihak Sixt Limousine Service dengan menggunakan kartu kredit. Layanan tambahan yang dimaksud sudah termasuk 9% GST:
 - Layanan penjemputan selama periode peak season (F1, Asean Aerospace Air show, Christmas), dikenakan biaya SGD 35.43/jam/perjalanan
 - Layanan penjemputan yang dilakukan pada pukul 23.00-07.00 WIB waktu setempat, dikenakan biaya SGD 16.35/jam/perjalanan
 - Penambahan destinasi pemberhentian, dikenakan biaya SGD 10.9/radius 5 km
 - Kunjungan ke Sentosa Island, dikenakan biaya SGD 7.63/kunjungan
 - Penggunaan kendaraan yang berbeda dari yang telah ditentukan atau permintaan penambahan kendaraan
 - Kelebihan muatan bagasi apabila nasabah menghendaki kendaraan terpisah, dikenakan biaya SGD 87.2/perjalanan (wajib diinformasikan pada awal reservasi)
 - Penggunaan child seat, dikenakan biaya SGD 10.9/child seat/perjalanan
 - ***Voucher* dianggap telah digunakan** jika nasabah tidak datang atau melakukan pembatalan kurang dari 1 (satu) hari sebelum jadwal penjemputan
11. Sixt Limousine Service atau pengemudi mobil (*chauffeur*) dapat menolak permohonan layanan tambahan yang diajukan nasabah yang tidak diinformasikan pada saat reservasi
12. PT Bank UOB Indonesia (UOB) tidak bertanggung jawab atas tindakan kesalahan atau kegagalan dari penyedia layanan dalam pemberian layanan yang ditawarkan. UOB bukan merupakan agen dari penyedia layanan. Setiap perselisihan tentang standar kualitas atau layanan wajib diselesaikan langsung dengan penyedia layanan

Cara menggunakan *voucher*:

1. Nasabah wajib melakukan reservasi minimal **3 (tiga) hari kerja sebelum jadwal keberangkatan dan/atau kedatangan**
2. Sebutkan nomor *voucher*, nama lengkap, dan nomor KTP/KITAS/KIMS/Paspor nasabah pada saat melakukan reservasi
3. Layanan reservasi dan waktu layanan operasional:
 - Layanan Reservasi: Senin-Jumat 08.00 - 17.00, UOB Privilege Banking Hotline 1500288
 - Layanan Operasional : 24 jam, setiap hari, termasuk libur nasional (Call Centre SIXT: +65 6346 6606)
4. Nasabah wajib menyerahkan dokumen berikut kepada pengemudi mobil (*chauffeur*) dari Sixt Limousine Service:
 - *Voucher* asli dan/atau surat konfirmasi
 - **Bukti identitas diri dan identitas pemilik *voucher*** yang digunakan pada saat reservasi (asli/fotokopi)
5. Pembatalan reservasi wajib dilakukan paling lambat 1 (satu) hari kerja sebelum jadwal keberangkatan dan/atau kedatangan

Terms and Conditions for Limousine Transfer Service (LTS):

1. *Voucher* is valid for one-way pick-up or drop off services, in collaboration with Sixt Limousine Service
2. The types of vehicles that can be selected consist of: Luxury Sedan or MPV or 13-Seaters
3. Maximum passenger capacity and number of suitcases are differentiated based on vehicle type as follows:
 - Luxury Sedans | 4 (four) people | 1 (one) large suitcase and 2 (two) small suitcases
 - MPV | 6 (six) people | 2 (two) large suitcases and 1 (one) small suitcase
 - 13-Seater | 12 (twelve) people | 3 (three) large suitcases and 3 (three) small suitcases
4. *Vouchers* can only be used for 1 (one) pick-up or drop off transaction
5. Loss or damage to the *voucher* after the customer's receipt will be the customer's responsibility
6. *Vouchers* cannot be exchanged for cash or other programs
7. Lost/expired *vouchers* cannot be replaced
8. Reservations are adjusted to schedule availability from Sixt Limousine Service
9. The terms and conditions for using this service follow the terms and conditions applicable to Sixt Limousine Service
10. Any forms of additional services must be paid directly by the customer to Sixt Limousine Service using a credit card. Any such additional services are inclusive of 9% GST:
 - Pick-up service during peak season periods (F1, Asean Aerospace Air show, Christmas), charged at SGD 35.43/hour/way
 - Pick-up service carried out from 23.00 to 07.00 WIB local time, charged at SGD 16.35/hour/trip
 - Additional stop destinations are subject to a fee of SGD 10.9 / 5km radius
 - Visits to Sentosa Island, charged at SGD 7.63/visit
 - Use of a vehicle that is different from those specified or request for additional vehicles
 - Excess baggage load if the customer requires a separate vehicle, a fee of SGD 87.2/way will be charged (must be informed at the beginning of the reservation)
 - Use of child seats is subject to a fee of SGD 10.9/child seat/trip
 - *Vouchers* are considered to have been **used** if the customer does not arrive or cancel less than 1 (one) day before the scheduled pick-up
11. Sixt Limousine Service or driver (*chauffeur*) can refuse requests for additional services submitted by customers who were not informed at the time of reservation
12. PT Bank UOB Indonesia (UOB) is not responsible for any errors or failures on the part of the service providers in providing the services offered. UOB is not an agent of the service provider. Any disputes regarding quality or service standards must be resolved directly with the service provider

How to use the *voucher*:

1. Customers are required to make a reservation at least **3 (three) working days before the scheduled departure and/or arrival**
2. Mention the customer's *voucher* number, full name and KTP/KITAS/KIMS/Passport number when making a reservation
3. Reservations services and operational service times:
 - Reservations Service: Monday-Friday 08.00 - 17.00, UOB Privilege Banking Hotline 1500288
 - Operational Services: 24 hours, every day, including national holidays (SIXT Call Center: +65 6346 6606)
4. The customer is required to submit the following documents to the driver (*chauffeur*) of Sixt Limousine Service:
 - Original *voucher* and/or confirmation letter
 - **Proof of identity and identity of the *voucher* owner** used at the time of reservation (original/photocopy)
5. Cancellation of reservations must be made by no later than 1 (one) working day before the scheduled departure and/or arrival



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