



TERMS & CONDITIONS ON (1) BAGGAGE STORAGE, (2) BAGGAGE TRANSFER SERVICE, (3) LAUNDRY SERVICE

(1) BAGGAGE STORAGE

A. Condition of Acceptance

NO CASH, VALUABLE, ITEMS OF HIGH VALUE and/or FRAGILE NATURE etc, in your deposit stored with us. You also LOCK or SECURE your deposit prior to acceptance, and we have the discretion to refuse acceptance without providing any reason thereafter.

B. Security and prohibited item

Due to enhanced security requirements in Changi Airport, the deposit would be subjected to mandatory screening prior to acceptance. **NO ARTICLE TO BE ADDED OR REMOVED FROM THE DEPOSIT. NO CONTRABAND**, or anything corrosive, explosive, hazardous, infectious, dangerous, offensive, foul-smelling or illegal nature in the deposit stored with us. At any time whilst the deposit is in our storage, we and/or any lawful authority may at our sole discretion to view, examine and inspect the content of the deposit therein.

C. Disposal

The deposit not claimed on the stated due date shall be given a PERIOD OF 7 DAYS from the time of deposit, after which, you agree and confirm that we shall be entitled to dispose the deposit in any manner that we deem fit without incurring any liability to you. **WE SHALL NOT GIVE ANY NOTICE TO YOU** prior to such disposal.

D. Collection and overdue charge

The deposit shall only be released when you present your passport and official receipt issued by us. For late collection, overdue charges based on 24 hours will be imposed before releasing your deposit. **NO GRACE PERIOD.**

E. We are not liable and/or responsible for any loss/damage whatsoever in relation to the deposit including its contents therein, with the exception that the loss/damage is caused and proven by our negligence. In such a case, the liability of us, if proven, shall be limited to and no exceeding Singapore Dollars 50.00 per official receipt issued by us.

(2) BAGGAGE TRANSFER SERVICE

A. Information

We reserve the right to take any additional information during the process of online/offline booking or anytime during the performance of Services or any clarification thereafter.



B. Conditions of Acceptance

NO CASH, VALUABLE, ITEMS OF HIGH VALUE and/or FRAGILE NATURE etc, PRECISION EQUIPMENT, MUSICAL INSTRUMENT, PAINTINGS or ART, are allowed to be in your baggage carried by us. We have the discretion to refuse acceptance without providing any reason thereafter.

C. Security

Due to enhanced security requirements in Changi Airport, the baggage would be subjected to mandatory screening prior to acceptance. Even if the reservation is confirmed, the delivery may be refused if the baggage contains prohibited items that do not comply with the legal regulations or terms and conditions. All losses and legal responsibilities are with the customer.

D. Liabilities

We are not liable for Baggage Damage due to normal wear and tears, which includes:

- Cuts, scratches, scuffs, dents, and marks;
- Damage to or loss of protruding parts, including straps, pockets, telescopic handles, hangar hooks, wheels, external locks, security straps, or zipper tabs;
- Damage due to improper packing or overpacking
- Items retrieved or confiscated by airport authorities or security personnel
- We not liable and/or responsible for any loss/damage whatsoever in relation to the deposit, including its contents therein, with the exception that the loss/damage is caused and proven by our negligence. In such a case, the liability of us, if proven, shall be limited to and not exceeding Singapore Dollars 50.00 per official receipt issued by us.

E. Refund

We reserve the right to accept, decline, or cancel any request for the service without assigning any reasons. There is **no REFUND or CANCELLATION** terms in case of the following:

- Wrong information given about the travel details (e.g. Name, Hotel Name, Flight Number, Date & Time) during the Booking Process
- No Show of Baggage Transfer
- Delayed/ Missed or Cancelled Flights / Hotel Bookings
- Late arrival at the airport which results in denied check-in or boarding by the airlines
- Any misconduct or any unlawful or prohibited activity by the Passenger(s).

F. Overdue

For baggage collection after 23:59 hours, overdue charges based on 24 hours will be imposed before releasing your baggage. **NO GRACE PERIOD.**



G. Disposal

All items will be kept for a period of 7 calendar days after which we reserve the right to dispose of the items. There shall not be any claim or incurring any liability due to this disposal.

H. For Hotel to Airport Baggage Transfer, the baggage shall only be released at Baggage Storage when you present your passport and official receipt issued by us.

You agree to allow us to make a copy of your NRIC/ passport for verification purpose. We use your personal data in our possession and control, which we have to collect, use, disclose or process personal data for any application or services. This Agreement is governed by the laws of Singapore. You confirm that you have **READ, UNDERSTOOD AND AGREED** to all the terms and conditions.

(3) LAUNDRY

- A. We would exercise utmost care in processing articles given to us and use such procedures which, in our opinion, are best suited to the nature and condition of each individual article.
- B. We do not assume responsibility for inherent weaknesses and/ or defects in materials that are not readily visible or apparent prior to processing.
- C. This applies particularly, but not exclusively to suede, leathers, silks, satins, double-face fabrics, vinyl, polyurethanes etc.
- D. Our responsibility is also disclaimed for trimmings, buckles, beads, buttons, belts, sequins and other garment accessories.
- E. We do not guarantee against color loss and/or shrinkage; or against damage to weak and tender fabric. Differences in count must be reported, and receipts presented within 24 hours. Unless a list accompanies a bundle, the Company's count on articles must be accepted.
- F. Liability for either loss or damages shall not exceed five times our charges for processing. The "Fair Claims Guide for Textile Products" (ANS/FI 1988) will be used as settlement standard for claims purposes. The Company is not responsible for articles not claimed within 30 days.