

### **Terms and Conditions for Complimentary Airport Limousine Transfer with minimum spend**

- This privilege only applies to Maybank Premier Wealth World Mastercard principal Cardmembers, who can enjoy up to 2 complimentary single-trip airport transfers in a calendar year, with a minimum spend of S\$3,000 on their Cards within 3 months prior to the date of booking. Single-trip airport transfer refers to either an arrival service or a departure service on a Mercedes E-Class.
- Advance bookings may be made up to 2 months before the date of airport transfer. All bookings must be made at least 3 business days in advance of the date of airport transfer. All complimentary airport transfers that a Cardmember is entitled to in a calendar year have to be utilised by the end of the calendar year. The computation of number of airport transfers used by a Cardmember is based on the date of the transfer and not the date of booking.
- Travelling companions and the amount of luggage are to be kept to the recommended capacity of the vehicle.
- Only one vehicle to be used per transfer.
- Principal Cardmembers will need to provide the arrival or departure flight details as applicable.
- The booking confirmation will be sent via SMS to the principal Cardmember.
- The full price of S\$60 will be charged to the Cardmember for late cancellations with less than 24-hour notice and "no-shows".
- In the event of vehicle breakdown or unavailability of vehicle for use at specific pick-up time, the Cardmember will be reimbursed for his/her taxi claims (with supporting receipts) up to a maximum amount of S\$45. Such reimbursement will be credited to the principal Cardmember's Card account.
- Requests for en-route stop(s) or detours will not be accommodated.
- The Cardmember acknowledges that the airport transfer will be managed by a third party limousine contractor ("Limousine Vendor") and shall not hold Maybank liable for any loss or damage caused to the Principal Cardmember by the Limousine Vendor or, if applicable, any replacement vendor that Maybank may engage from time to time at the sole and absolute discretion of Maybank.

### **Terms & Conditions for Redemption of One-way Airport Limousine Transfer with TREATS points**

- Applicable to Maybank Premier Wealth World MasterCard Principal Cardmembers ("Cardmembers") redeeming the Limousine Transfer using their TREATS points in accordance with the prevailing terms and conditions.
- To redeem the Limousine Transfer using TREATS Points, Cardmembers may contact Premier Wealth Customer Service hotline at 1800 536 7888.
- Upon successful redemption of their TREATS Points, Cardmembers may proceed to book a date for their Limousine Transfer. Advance booking may be made up to two (2) months and at least 3 business days before the date of the Limousine Transfer.
- The redemption voucher will be mailed by ordinary post to the last known address of the Cardmember on record with Maybank within 14 business days of redemption.
- Travelling companions and the amount of luggage must be kept to the recommended capacity of the vehicle. Up to two family-sized luggage pieces or equivalent. Only hand-carry pieces are allowed in the passenger seats; no luggage pieces allowed. One vehicle to be used per Limousine Transfer.
- Cardmembers will need to provide pick-up details and drop-off location when making a booking as well as provide the arrival or departure flight details where applicable. Insufficient or incomplete information or last-minute changes may result in the unavailability of the Limousine Transfer.

- The booking confirmation will be sent via SMS to the Cardmember, one day prior to the date of the booked Limousine Transfer.
- Where the Cardmember is travelling on the Limousine Transfer, such Cardmember shall present his/her Maybank Premier Wealth World MasterCard together with the original Maybank redemption voucher for verification upon pick-up. In the event where the original redemption voucher is misplaced or lost, the Cardmember's entitlement to a replacement redemption voucher is subject to the sole discretion and final determination of Maybank. Where a replacement redemption voucher is issued, Maybank reserves the right to charge the full price of S\$60 to such Cardmember's Maybank Premier Wealth World MasterCard or deduct it from any Maybank account held by the Cardmember if the original redemption voucher has been utilised to redeem an additional Limousine Transfer.
- Nomination of a 3rd party to redeem or use the Limousine Transfer is strictly not allowed.
- Late cancellations (with less than 24-hour notice) "no-shows" and any delay exceeding 10 minutes will be charged as one Limousine Transfer.
- Requests for en-route stop(s) or detours will not be accommodated.
- No upgrades of vehicle will be applicable. An upgrade to the Toyota Alphard will only be applicable in the event that the Mercedes E-Class is unavailable.
- Limousine Transfers will be subjected to availability during peak periods and major events including but not limited to F1 / Singapore Air Show.
- The Cardmember acknowledges that the Limousine Transfer will be managed by a third party limousine contractor ("Limousine Vendor") and shall not hold Maybank, its related corporations, employees and/or independent contractors liable for any loss, injury, liability, expense or damage whatsoever or howsoever incurred or sustained by any Cardmember and/or any other person by reason of, arising from or in connection with the use of the Limousine Transfer provided by the Limousine Vendor or if applicable, any replacement vendor that Maybank may engage from time to time at the sole and absolute discretion of Maybank or for any other reason. Neither Maybank nor any service provider shall be responsible for any late pick-ups or extended travel time due to unforeseen conditions such as bad weather, road and traffic conditions that may cause Cardmembers to arrive late and/or miss any flight.
- Maybank is not the supplier of the service(s) and any related service(s) and makes no representation or warranty whatsoever as to the quality and/or availability of the service(s) provided and assumes no liability or responsibility for the acts or defaults of the Limousine Vendor or any other third party service provider or for any non-delivery or non-performance of the service(s). Maybank is not an agent of the Limousine Vendor or any other third party service provider. Any dispute over the service(s) provided should be resolved directly with the Limousine Vendor or any other third party service provider.
- Maybank reserves the right to vary, delete or add to any of these terms and conditions from time to time or to withdraw, suspend or terminate this complimentary service at any time by providing reasonable notice to Cardmembers.
- Maybank's decision on all matters relating to this service shall be final, binding and conclusive on all Cardmembers.
- In the event of any inconsistency between these terms and conditions and any brochure relating to this service, these terms and conditions shall prevail.
- Terms and Conditions governing Maybank Premier Wealth World MasterCard shall also apply together with the terms and conditions of the Limousine Vendor or any other third party service provider providing the Limousine Transfer.