

Article 1 Definitions

1.1 Meanings: In these Terms & Conditions, these particular expressions have the following meanings:

- "Booking Confirmation" means the document we make available online to passenger that includes the passenger's name, booking information, booking confirmation number and notices.
- "Damage" includes death, bodily injury to a passenger, delay, loss, partial loss or other damage, arising out of or in connection with services performed by us.
- "Electronic Coupon" means an electronic document held in our database.
- "Luggage" means your personal property accompanying you in connection with your trip;
- "Passenger", "customer", "you", "your" and "yourself" means any person transferred by us.
- "Registered user" means a user of our online booking system who has registered with us and has been provided with a user name and password by us;
- "Route" means the journey from pickup location to destination.
- "Trip" means a service arranged by us or on behalf of us by one of our authorized business partners.
- "Terms & Conditions" means these Terms and Conditions.
- "Unregistered user" means a user of our online booking system who has not registered with us and does not have a user name and password provided by us;
- "We", "our", "ourselves", "us" and "Wolero" means Wolero Pte Ltd.
- "Website" means the internet site "<http://www.wolero.com>" provided by us for the purpose of customers making online bookings and to access information about us.

1.2 Captions: The title or caption of each Article of these Terms & Conditions is for convenience only and is not to be used for interpretation of the text.

Article 2 Applicability

2.1 General: These Terms & Conditions apply to the services performed by us or on our behalf and to any liability we may have in relation to these services.

2.2 Language: The language of these Terms & Conditions is English and even though there may be translations of these Terms & Conditions in other languages, English shall be the sole language used in the interpretation of these Terms & Conditions.

Article 3 Booking Confirmation

3.1 Prima Facie Evidence Of Booking: The booking confirmation is prima facie evidence of the contract for transport between passenger and us.

3.2 Transferability: The booking confirmation is not transferable.

3.3 Validity: The booking confirmation is only valid for the passenger(s) named and the journey specified therein.

3.4 Identity: We will provide our service only to the passenger(s) named in the booking confirmation. Our driver is entitled to request passenger(s) to produce appropriate identification at pickup.

Article 4 Fares

4.1 General: Fares apply only to transport from pickup to destination location. We shall not be liable to you for your failure to meet any flight if details have not been provided to us correctly or in the event of Force Majeure, Act of God or any other circumstances beyond our control.

4.2 Goods and Services Taxes, Charges and other Surcharge: Fares include Goods and Services Taxes (if and when applicable), parking fees, ERP and CBD surcharges, unless otherwise specifically stated by us. A surcharge of 10% applies to (online) payments by Credit/Debit card.

4.3 Currency: Fares and charges are payable in Singapore Dollar unless otherwise specifically stated by us.

4.4 Accuracy: All fares, prices and services are correct at the time of publication and are subject to change at any time and from time to time without prior notice.

4.5 Applicable Fares: Applicable fares are those published by us or on our behalf, whether electronically or by way of other medium. Prices will be fixed upon booking confirmation.

Article 5 Booking of Service

5.1 Confirmation of Booking: The booking of a service is confirmed after full payment of the fare is made and after we issue you a booking confirmation with booking number. Once confirmed, the booking cannot be cancelled and payments made are not refundable.

5.2 Group Bookings: These are governed by specific terms that vary from time to time. Please contact us for further details.

5.3 Booking Change: Once a booking confirmation number has been issued, no changes are allowed for Non-registered users. For Registered users, one amendment outside of four (4) hours prior to the scheduled pickup time is allowed free of charge. For additional amendments outside of four (4) hours prior to the scheduled pickup time or any amendment inside of four (4) hours but outside of two (2) hours prior to the scheduled pickup time, an amendment charge will apply. Amendments inside of two (2) hours prior to the scheduled pickup time will not be allowed and full charge shall apply.

5.4 Name Change: Once a booking confirmation number has been issued you are allowed to substitute a passenger named in the confirmed booking with another passenger name subject to clause 5.3 above.

5.5 Payment: For Non-registered users, fares must be paid in full when a booking is made. In the event that the fare has not been paid in full for any reason whatsoever, we reserve the right to cancel the booking prior to pickup and/or to disallow you to board the vehicle. For Registered users, billing will be done on weekly bases upon completion of the service.

5.6 Personal Data: You hereby acknowledge and agree that your personal data has been given to us for the purposes of making bookings of our services and providing you with confirmation of that booking, providing and developing ancillary services and facilities, accounting, billing and auditing, checking credit or other payment cards, security, administrative and legal purposes, systems testing, maintenance and development, statistical analysis, and helping us in any future dealings with you. For these purposes, by entering into booking with us you authorize us to retain and use your personal data and to transmit it to our own office and/or government agencies.

Article 6 Conditions

6.1 Waiting: It is your responsibility to ensure that you are ready for pickup at the confirmed time. A surcharge for waiting time exceeding 60 minutes after ETA for airport arrival or more than 15 minutes after the confirmed pickup time for all other types of service. The surcharge is \$10 for every block of 20 minutes, where blocks of time will be rounded up to the nearest 20 minutes. For Non-registered users, this surcharge is payable to our driver directly. For Registered users, the waiting time will be included in the weekly billing.

6.2 No-show: If you fail to board the vehicle, the fare you paid will not be refunded to you for any reason whatsoever.

6.3 Compliance: You are solely responsible for complying with all laws, regulations, orders, demands and requirements of countries flown from, into or over and with our Terms & Conditions, notices and instructions given by us relating thereto. We shall not be liable in any way whatsoever to you in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, notices, requirements or instructions, whether given orally or in writing or otherwise, or for the consequences to you resulting from your failure to obtain such documents or to comply with such laws, regulations, orders, demands, notices, requirements or instructions.

Article 7 Refusal and Limitation of service

7.1 Right to refuse service: We may refuse service of you or your luggage for reasons of safety or if, in the exercise of our reasonable discretion, we determine that:

a) such action is necessary for reasons of safety or security; b) such action is necessary in order to comply with any applicable laws, regulations or orders of any state or country to be flown from or into; c) your conduct, status, age or mental or physical condition or the physical condition of your luggage is such: (i) as to cause reasonable fear of harm, to others; or (ii) that you may pose a hazard or risk to yourself, other persons or to property; d) you have committed misconduct on a previous service and there is a reasonable likelihood that such conduct may be repeated; e) you have not observed, or are likely to fail to observe, our instructions; f) the applicable fare or any charges or taxes payable have not been paid; g) the payment of your fare is fraudulent; h) you do not have the proper documents for travel; i) the booking of our service has been done fraudulently or unlawfully or has been purchased from a person not authorized by us; j) the credit card by which you paid for the fare has been reported lost or stolen; k) the Booking Confirmation is counterfeit or fraudulently obtained; l) the Booking Confirmation has been altered by anyone other than us or our authorized agent, or has been mutilated (in which case we reserve the right to retain such documentation); and/or m) the person boarding cannot prove that he is the person named as (one of) the passenger(s) on the Booking Confirmation (we reserve the right to retain such Itinerary in this circumstance).

7.2 Unaccompanied Child: Children below age 12 will not be accepted for service unless they are accompanied by a person of at least 18 years of age.

7.3 Passengers with reduced mobility/medical condition: For safety reasons we may require the passenger to travel with a companion. For the safety of other passengers we reserve the right to deny boarding passengers suffering from infectious, contagious or chronic diseases. Passengers with specific requirements requiring special assistance and passengers with illnesses are requested to contact our call centre at least 48 hours before the scheduled trip date to make a prior arrangement with us for the type of special assistance required. Failure to notify us will result in the service being unavailable and you being refused to utilize our service.

7.4 Travel with a companion: We may require that you travel with a companion if:- a) it is essential for safety; or b) the passenger is unable to assist in his own evacuation from the vehicle; or c) the passenger is unable to understand safety instructions.

Article 8 Luggage

8.1 Items Unacceptable as Luggage or to be Carried Inside Luggage: We reserve the right to refuse carriage of such luggage or such items found in luggage as follows: a) Items which are not properly packed in suitcases or other suitable containers in order to ensure safe service with ordinary care and handling; b) Items which are likely to endanger the vehicle or persons or property on board the vehicle, such as those specified in the Dangerous Goods Regulations of the International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA) and in our Terms & Conditions; c) Items the carriage of which are prohibited by the applicable laws, regulations or orders of any state or country to be travelled from or to; d) Items which in our reasonable opinion are unsuitable for carriage by reason of their weight, shape, size or character; e) Fragile or perishable items; f) Live or dead animals; g) Human or animal remains; h) Fresh or frozen seafood or other meats if we are not satisfied that they have been properly packed. Should passengers refuse inspection, we have the right to reject admission of luggage; i) Firearms and ammunition; j) Explosives, flammable or non-flammable gas (such as aerosol paints, butane gas, lighter refills) refrigerated gas (such as filled aqualung cylinders, liquid nitrogen), flammable liquids (such as paints, thinners, solvents) flammable solids (such as matches, fire lighters), organic peroxides (such as resins), poisons, infective substances (such as viruses, bacteria), radioactive material (such as radium) corrosive materials (such as acid, alkali, mercury, thermometers), magnetic substances, oxidizing materials (such as bleaches). k) Weapons such as antique firearms, swords, knives and similar items provided that such items may be allowed as special luggage at our absolute discretion for very special reasons. All items mentioned here will not be allowed to be carried into the vehicle for any reason whatsoever.

8.2 Valuable and Fragile Goods: We will not be held responsible for any damage or loss of luggage during our services unless such Damage is caused by our negligence. Such items include money, jewellery, precious metals, silverware, electronic devices, computers, cameras, video equipment, clothing, negotiable papers, securities or other valuables, passports and other identification documents, title deeds, artifacts, manuscripts and the like..

8.3 Right to Search: For reasons of safety and security, we may require you to undergo a search, x-ray or other type of scan on your person or your luggage. We reserve the right to search your luggage in your absence if you are not available, for the purpose of determining whether you are in possession of or whether your luggage contains any unacceptable or prohibited items. If you refuse to comply with such searches or scans we reserve the right to refuse service of you and your luggage without refund of fare to you and without any other liability to you. In the event that a search or scan causes injury to you or damage to your luggage, we shall not be liable for such injury or damage unless the same is due to our fault or negligence.

Article 9 Conduct Aboard Vehicle

9.1 Conduct: If in our reasonable opinion you conduct yourself on board the vehicle so as to endanger the vehicle or any person or property on board, or obstruct or hinder in the performance of our duties, or fail to comply with any instruction of our driver including but not limited to those with respect to smoking, alcohol or use any threatening, abusive or insulting words towards the driver or behave in a manner which causes discomfort, inconvenience, damage or injury to other passengers or the driver, we may take such measures as we deem necessary to prevent continuation of such conduct including restraint. You may be disembarked and refused onward service at any point and may be prosecuted for offences committed on board the vehicle.

9.2 Diversion: If as a result of your conduct we decide, in exercise of our reasonable discretion, to divert the vehicle for the purpose of off loading you, then you shall be liable for all costs which we incur of any nature whatsoever as a result of or arising out of that diversion.

9.3 Food: Passengers are not allowed to consume food on board. No smoking is permitted on any of our services.

Article 10 Liability Limitations

The following rules shall apply: a) Any liability we have for Damage or loss will be reduced by any negligence on your part which causes or contributes to the Damage or loss in accordance with applicable law. b) We will not be liable for Damage or loss to luggage unless such Damage or loss is caused by our negligence and such luggage was within our control or custody. c) Except in the case of an act or omission done with intent to cause Damage or loss or recklessly and with knowledge that Damage or loss would probably result, our liability in the case of Damage or loss to luggage shall be limited to the fare amount. d) We will not be liable for any Damage or loss arising from our compliance with applicable laws or Government rules and regulations or from your failure to comply with the same. e) Except where other specific provision is made in these Terms & Conditions, we shall be liable to you only for recoverable compensatory damages for proven losses and costs in accordance with applicable law, with a maximum equal to the fare amount. f) We are not liable for any Damage caused by your luggage. You shall be responsible for any Damage caused by your luggage to other persons or property, include our property. g) We shall have no liability whatsoever for Damage to articles or items not permitted to be contained in luggage including but not limited to fragile or perishable items, items having a special value, such as money, jewellery, precious metals, computers, personal electronic devices, clothing, negotiable papers, securities, or other valuables, business documents, passports and other identification documents, title deeds or samples. h) We are not responsible for any illness, or disability, including death, attributable to your physical condition or for the aggravation of such condition. i) The Terms & Conditions and exclusions or limits of liability, applies to our drivers, authorized agents, servants, employees and representatives to the same extent as they apply to us. The total amount recoverable from us and from such authorized agents, servants, employees and representatives shall not exceed the amount of our own liability if any.

Article 11 Time Limitation on Claims and Actions

11.1 Limitation of actions: Any right to Damages shall be extinguished if an action is not brought against us within seven (7) days of the date of service.

Article 12 Modification and Waiver

12.1 None of our drivers, authorized agents, employees or representatives has authority to alter, modify or waive any provisions of these Terms & Conditions.