

Instructions on how to Pre-book a Dedicated Transport Vehicle

For Travellers Arriving at Singapore Changi Airport and Serving 14-day Stay Home Notice (SHN) at Residences/Self-Sourced Accommodation

1. **All travellers are to pre-book a dedicated transport vehicle prior to arrival in Singapore.** This will minimise the wait time for a dedicated transport vehicle to take you to your SHN residence/self-sourced accommodation. Travellers without a pre-booking should expect significant waiting time for transport to be available.

Pre-booking Process

2. At least 3-days prior to your arrival, send an email to taxicorp@smrt.com.sg 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 Children 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 (including children), 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 hello@strideslimo.com.sg . Please take note of the **driver’s contact number** in the email (see example highlighted below).

From: hello@strideslimo.com.sg <hello@strideslimo.com.sg>
Sent: 17/08/2021 17:02
Subject: Booking Confirmation (Job Number : XXXXXXXX)

Tel : +65 6477 5977
Email : taxicorp@strideslimo.com.sg
Website: <https://strideslimo.com.sg/>



Job Number	Reference Number	Account to be Charged	Status
XXXXXXXX	NA	NA	ASSIGNED

Hi,
We acknowledge that Driver has been Assigned for your booking and driver was informed.

JOURNEY & VEHICLE DETAILS

Pick Up :	26 August, 2021	Driver's Name :	Mr XXX
Time :	07:30 hrs	Contact Number :	91234567
Booking Type :	Advance	Vehicle Number :	SMA1111-TOYOTA VELLFIRE
Trip Type :	Arrival	Vehicle Type :	PHVLIMOVELLFIRE

PASSENGER DETAILS

Name :	MR XXX
Contact Number :	91234567
Email :	---
Flight Number/ Landing Time :	---
Passenger Count :	---
Luggage Count :	---
Estimated Driving Time :	---

PICK UP ADDRESS

Address : Changi Airport, Singapore

Upon Arrival at Changi Airport

5. After completing all airport arrival processes (e.g. arrival immigration, baggage collection, on-arrival test), you will be directed to a holding area where you will wait for your dedicated transport vehicle:
 - 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

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

Step 2: 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


All credit card payment are subjected to 10% credit card service fees | For Arrivals: vehicle will arrive within 60 minutes from booking time | 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 \$15 per 15 minutes block | Passenger 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 passenger 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 90 minutes prior to the original pick-up time | Vehicles cannot be loaded beyond allowed seating capacity.


Driver reserves the right to not pick up additional passenger or item not stated during reservation | Max capacity up to 4 passengers per vehicle for VELLFIRE and up to 2 passengers 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

Step 2: 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

All credit/debit card payment are subjected to 10% credit card service fees | Round Trip/One-way trip: Grace waiting time of 20 minutes from pick-up time, subsequent waiting time will be chargeable at \$15 per 15 minutes block. Passenger are required to coordinate the timing with the chauffeur directly for the return trip. | Chauffeur will move off from location if unable to contact passenger after waiting time and booking will be consider as rendered. | Any amendment of pick-up details (time, pick up location) has to be made at least 90 minutes prior to the original pick-up time. | Vehicles cannot be loaded beyond the allowed seating capacity. | Chauffeur reserves the rights to refuse pick-up of any additional passenger or item not stated during reservation.

Max capacity up to 4 passengers per vehicle for VELLFIRE and up to 2 passengers for Standard vehicles.

Bookings are non-transferable, non-refundable and are to be utilized during Stay-Home-Notice period. | Prior to booking the transport, for movement from residence to resting facility for COVID-19 test (round trip): please ensure that your test appointment has been scheduled before making transport arrangements. For any other ad-hoc trips: please ensure that you have received approval from the respective government agency handling your movement request, before making transport arrangements. You must show documentary proof of your approval to the chauffeur when boarding the vehicle.