TERMS AND CONDITIONS OF AVIS CHAUFFEUR DRIVE

EFFECTIVE 01 DECEMBER 2026

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1. DEFINITIONS AND INTERPRETATION

In these Terms and Conditions, unless the context requires otherwise:

'AVIS' means National Car Rentals (Private) Limited (UEN: 196100157E), a company incorporated in Singapore with its registered office at 390A Havelock Road, #01-07 Waterfront Plaza, Singapore 169664, trading as 'Avis Singapore'.

'Booking' means a confirmed reservation for chauffeur drive Services, as set out in a quotation or booking confirmation issued by AVIS.

'by the hour' means an hourly chauffeur drive service with unlimited stops within the period booked, subject to a 3-hour minimum as stated in the applicable quotation.

'Customer' means the individual or entity named in the Booking who has engaged AVIS to provide the Services.

'Grace Period' means the period of waiting time set out in Clause 6 during which no late fee is charged.

'Midnight Surcharge' means the surcharge set out in Clause 8 that applies to Services performed between 2300 and 0659 hours.

'One Way' means a single one-way chauffeur drive journey between two specified points.

'Peak Period' means the dates set out in Clause 9 and Annexure A during which a Peak Period surcharge applies.

'Service(s)' means the chauffeur drive services provided by AVIS to the Customer pursuant to a Booking, as further described in Clause 2.

2. SCOPE OF SERVICES

AVIS provides chauffeur drive Services including airport and cruise terminal transfers, point-to-point transfers, hourly disposal services, and vehicle hire for domestic travel within Singapore and cross-border travel to Malaysia, using the vehicle category booked or an equivalent vehicle of comparable standard. Vehicle images and specifications provided in any quotation are indicative; the vehicle supplied may be of an equivalent make or model.

3. BOOKING AND CONFIRMATION

A Booking is confirmed only upon written confirmation by AVIS and, where applicable, receipt of the required payment set out in Clause 4.

4. PRICING, PAYMENT AND GST

a) All rates are quoted in Singapore Dollars (S$) and are subject to prevailing Goods and Services Tax (GST) at the applicable rate (currently 9%).

b) Quoted rates include chauffeur hire, fuel, ERP charges, toll fees, parking charges, and motor insurance, unless otherwise stated in the applicable quotation.

c) Individuals and overseas corporate entities: full payment is required before Booking confirmation.

d) Local corporate entities with approved billing arrangements: an initial payment is required prior to the first event or job for a new account; subsequent invoices are payable within 7 days of the invoice date.

e) Accepted payment methods include major credit cards, interbank GIRO, and PayNow. A bank administration fee of 3.5% applies to payments made by credit card. Customers must quote the relevant invoice number with all payments.

f) AVIS reserves the right to amend published rates from time to time; the rate applicable to a confirmed Booking is the rate stated in the quotation or booking confirmation issued for that Booking, valid for the period stated therein.

5. AMENDMENTS AND CANCELLATIONS

Cancellations and amendments must be notified to AVIS at least 24 hours in advance. Cancellations or amendments made with less than the required notice will incur a charge equivalent to a one-way transfer fee, or the full hourly disposal charge for the period booked, as applicable to the Service reserved. For free amendments to a Booking, please email chauffeur.sg@abg.com or call +65 8209 8336 at least 24 hours in advance.

6. GRACE PERIODS AND LATE FEES

a) Airport arrival: no charge for the first 60 minutes after the actual flight landing time.

b) Departure / point-to-point transfer: no charge for the first 15 minutes from the agreed pick-up time.

c) Cruise terminal transfer: a 30-minute Grace Period applies.

d) Waiting time beyond the applicable Grace Period will be charged at the applicable transfer fee. Delays arising from circumstances outside the Customer's reasonable control (for example, flight delays beyond the stated Grace Period) will be reviewed by AVIS on a case-by-case basis.

7. CROSS-BORDER TRAVEL TO MALAYSIA

a) A minimum booking of 5 hours applies for cross-border travel to destinations within Johor.

b) Travel to destinations outside Johor will be priced according to distance travelled (per kilometre), as set out in the applicable quotation.

c) Entry into Malaysia is subject to Vehicle Entry Permit (VEP) approval administered by the Land Transport Authority (LTA), and AVIS is not responsible for delays or additional costs arising from the VEP approval process.

8. MIDNIGHT SURCHARGE

A Midnight Surcharge applies for Services performed between 2300 and 0659 hours, at the rate set out in the applicable quotation.

9. PEAK PERIOD AND ADDITIONAL SURCHARGES

A Peak Period surcharge applies for major in-person events. The current Peak Period schedule is set out in Annexure A, and may be updated by AVIS from time to time to reflect confirmed event dates.

10. LUGGAGE AND PASSENGER CAPACITY

Luggage and passenger capacity for each vehicle category is set out in the applicable quotation and is based on standard luggage sizes. AVIS may be unable to accommodate oversized, irregular, or excess items, and reserves the right to request additional vehicles (at the Customer's cost) where luggage or passenger numbers exceed the stated capacity for the vehicle booked.

11. CUSTOMER OBLIGATIONS

a) Customers must provide accurate and complete information required for the Booking, including passenger details, pick-up and drop-off locations, and any special requirements, in sufficient time for AVIS to make necessary arrangements.

b) Smoking, eating, and drinking (other than mineral water) are not permitted inside AVIS vehicles.

c) Customers are liable for the cost of restoring a vehicle to its original condition where damage, staining, or soiling is caused during the course of the Service.

d) Where a Customer requests travel to Malaysia or another cross-border destination, the Customer must ensure all passengers hold valid travel documents; AVIS is not responsible for delays or additional costs arising from immigration or customs requirements.

12. INSURANCE AND LIABILITY

All AVIS vehicles are covered by motor insurance in accordance with applicable Singapore requirements. Nothing in these Terms excludes or restricts AVIS's liability for death or personal injury caused by its negligence, or for any other liability which cannot lawfully be excluded or restricted under Singapore law, including the Unfair Contract Terms Act 1977.

Subject to the foregoing, and to the extent permitted by law, AVIS's liability for any other loss or damage arising from or in connection with the Services is limited to the value of the Booking giving rise to the claim, and AVIS will not be liable for indirect or consequential loss, including loss of business, profits, or opportunity, except where such exclusion would not satisfy the requirement of reasonableness under the Unfair Contract Terms Act 1977.

AVIS will use reasonable efforts to perform Services on time, but is not liable for delays caused by traffic conditions, road closures, weather, or other circumstances beyond its reasonable control, subject to the late fee and Grace Period provisions in Clauses 6 and 8.

13. FORCE MAJEURE

AVIS will not be liable for any failure or delay in performing its obligations under these Terms where this is caused by circumstances beyond its reasonable control, including acts of God, government restrictions, extreme weather, civil unrest, strikes, or pandemic-related measures. Where such circumstances persist, AVIS will work with the Customer in good faith to reschedule or, where rescheduling is not possible, to agree an appropriate refund of amounts paid for Services not rendered.

14. PERSONAL DATA PROTECTION

AVIS collects and processes personal data (including passenger names, contact details, and payment information) for the purposes of fulfilling a Booking, in accordance with the Personal Data Protection Act 2012 and AVIS's Data Protection Policy. Personal data will not be used for purposes unrelated to the Booking without the Customer's consent, save where AVIS is required to disclose information to the Land Transport Authority, the Singapore Police Force, or other authorities pursuant to a legal obligation.

15. TERMINATION AND SUSPENSION OF SERVICE

AVIS may suspend or decline to provide a Service where a Customer fails to make payment in accordance with Clause 4, provides false or misleading information, or engages in conduct that threatens the safety of the chauffeur, other passengers, or the public. This is without prejudice to any other rights AVIS may have under these Terms or at law.

16. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms are governed by the laws of Singapore. The parties submit to the non-exclusive jurisdiction of the courts of Singapore, without prejudice to AVIS's right to pursue recovery of amounts owed in any other jurisdiction where the Customer is based or holds assets.

Annexure A

PEAK PERIOD SCHEDULE

Event	Peak Period Dates
National Day Parade	7 – 11 Aug 2026; 7 – 11 Aug 2027
Formula One Singapore Grand Prix	7 – 13 Oct 2026; 2027 dates to be advised
IISS Shangri-La Dialogue	2027 dates to be advised
Singapore Airshow	13 Feb 2026 – 22 Feb 2028

Note: this schedule may be updated by AVIS from time to time to reflect confirmed event dates. The applicable Peak Period surcharge is set out in the relevant quotation.