



HSBC Privé Complimentary Airport Limousine Service (the "Offer") Terms and Conditions

1. This Offer is extended by HSBC Bank (Singapore) Limited ("HSBC") Primary cardholders of HSBC Privé Credit Cards issued by HSBC Bank (Singapore) Limited ("Card", and such cardholders, "Eligible Cardholders" or "Eligible Cardholder"), and is valid till 31 December 2025.
2. HSBC shall procure a third party limousine service provider ("Third Party Service Provider") to arrange for Eligible Cardholders limousine transportation to or from any Eligible Airport (as defined below) to an agreed destination in accordance with these Terms and Conditions (the "Airport Limousine Service").
3. Each Eligible Cardholder is entitled to eight (8) complimentary Airport Limousine Service rides per card anniversary year.
4. Eligible Cardholders that wish to book the Airport Limousine Service or amend an existing booking must contact the HSBC Privé Mastercard Premium Concierge at least 48 hours prior to the scheduled pick up timing.
5. The Eligible Cardholder must be on a valid flight leaving from Changi Airport in Singapore to use the complimentary Airport Limousine Service. For the avoidance of doubt, if the itinerary shows a one-way ticket where the starting destination is outside of Singapore, the Airport Limousine Service will not be applicable.
6. Each Eligible Cardholder can only have two (2) outstanding bookings for this service at any one time.
7. Each Eligible Cardholder may book up to two (2) rides under the Airport Limousine Service per flight itinerary. For the avoidance of doubt, if 2 or more separate bookings were made in respect of the same trip, this will be considered as one (1) itinerary.
8. For Business Sedan cars, two accompanying guests of the primary Eligible Cardholder, with a maximum of 2 suitcases and dimensions no larger than 28 inches can use the Airport Limousine Service with the Eligible Cardholder provided that the parties take the same limousine and are on the same flight.
9. For People Carrier or MPV cars, three accompanying guests of the primary Eligible Cardholder, with a maximum of 4 suitcases and dimensions no larger than 28 inches can use the Airport Limousine Service with the Eligible Cardholder provided that the parties take the same limousine and are on the same flight. Pets are not allowed on board, even if they are in travel crates or bags.
10. The Airport Limousine Service is subject to availability. The limousine model is pre-determined and the Airport Limousine Service is provided at the discretion of HSBC and/or its agents, contractors or representatives.
11. Cancellation must be made by the primary Eligible Cardholder at least 48 hours in advance. Any cancellation made by the Eligible Cardholder within 48 hours or less prior to pick-up will be treated as a deduction of one complimentary ride.



12. Any amendments made by the Eligible Cardholder more than 48 hours in advance of the service will incur no charge.
13. Any amendments made by the Eligible Cardholder less than 48 hours will be subject to availability and a SGD13 amendment fee and other change fee if the Third Party Service Provider is able to fulfill the amendment request. In case the Third Party Service Provider is unable to fulfill the amendment request, it will be treated as a deduction of one complimentary ride.
14. A 'no show' is defined as a Cardholder failing to show up for an arranged Airport Limousine Service. It will be treated as a deduction of one complimentary ride.
15. Additional charges apply for baby/child seats at SGD27 per seat.
16. The grace waiting time for any booking under the Airport Limousine Service is as follows:
 - a. Departure (from pickup point to airport): limited to 15 minutes waiting time from the scheduled pick-up time
 - b. Arrival (airport to drop-off point): limited to 60 minutes waiting time from the flight arrival timing; if the request is to have a later pick-up beyond the 60 minutes waiting time, a 15 mins grace waiting time will apply.
17. The following charges shall apply after the applicable grace waiting time:
 - a) For Airport Limousine Services that is scheduled for Departure (from pickup point to airport), SGD20 for Business Sedans and SGD21 for People Carriers will be charged for every 15 mins beyond the applicable grace waiting time; and
 - b) For Airport Limousine Services that is scheduled for Arrival (airport to drop-off point), 25% of the cost per Airport Limousine Service will be charged for every 15 mins beyond the applicable grace waiting time. Driver will be released if the passenger is not on board before the grace period ends and the service will be considered utilized.

Example: For an Arrival trip, if your airplane lands at 1:00pm, the grace waiting time is till 2:00pm. But if the Eligible Cardholder requests to pick up at a later time such as 3:00pm, the grace waiting time is 15 minutes.
18. All additional fees are determined and charged by the service provider.
19. HSBC and its agents, contractors or representatives shall not be responsible for any late pick up or extended travel time as a result of unforeseen conditions such as bad weather, road and traffic conditions (and similar conditions) that may cause Cardholders to arrive late or miss their flight.
20. Extra-stops and oversized baggage items (i.e. ski equipment, surf boards and etc.) are not allowed for bookings under the Airport Limousine Service.
21. Additional early hour/night surcharges 25% will apply for any Airport Limousine Service performed between 23:00 and 07:00.
22. Pets are not allowed on board, even if they are in travel crates or bags.

23. The participating airports under the Airport Limousine Service (each, an “Eligible Airport”) are as per below table. Dependent on the airport of the Eligible Cardholders selection, each ride may have a maximum distance that is included for a complimentary Airport Limousine Service. Eligible cardholder is subject to the extra charges as shows below (if any).

Country	Airport	Distance Included (KM)	Business Sedan		People Carrier/ MPV	
			Vehicle Model	Extra KM	Vehicle Model	Extra KM
			(or Similar)	Charge (\$\$)*	(or Similar)	Charge (\$\$)*
Australia	Brisbane	27	Holden Caprice	\$9.59	Mercedes V Class	\$15.55
Australia	Melbourne	27	Holden Caprice	\$12.24	Mercedes V Class	\$19.35
Australia	Perth	27	Holden Caprice	\$9.59	Mercedes V Class	\$19.69
Australia	Sydney	27	Holden Caprice	\$9.43	Mercedes V Class	\$19.35
Cambodia	Phnom Penh	15	BMW 5 Series	\$9.93	Holden Caprice	\$12.41
China	Beijing	40	Mercedes E Class	\$3.97	Buick GL8	\$5.79
China	Guangzhou	40	Mercedes E Class	\$7.44	Buick GL8	\$7.61
China	Hangzhou	40	Mercedes E Class	\$5.79	Buick GL8	\$5.96
China	Shanghai - Pudong	50	Mercedes E Class	\$5.79	Buick GL8	\$5.96
China	Shanghai Hongqiao	25	Mercedes E Class	\$5.79	Buick GL8	\$5.96
China	Shenzhen	45	Mercedes E Class	\$7.44	Buick GL8	\$7.61
Hong Kong	Hong Kong Island	incl	Mercedes E Class	-	Toyota Alphard	-
Hong Kong	Hong Kong Island South	incl	Mercedes E Class	-	Toyota Alphard	-
Hong Kong	Kowloon	incl	Mercedes E Class	-	Toyota Alphard	-
Hong Kong	New Territories North	incl	Mercedes E Class	-	Toyota Alphard	-
Hong Kong	New Territories South	incl	Mercedes E Class	-	Toyota Alphard	-
India	Bangalore	40	Toyota Camry	\$3.80	Toyota Innova	\$7.61
India	Delhi	40	Toyota Camry	\$3.80	Toyota Innova	\$7.61

India	Mumbai	40	Toyota Camry	\$3.80	Toyota Innova	\$7.61
Indonesia	Bali	40	Toyota Camry	\$8.27	Toyota Innova	\$8.55
Indonesia	Jakarta	40	Toyota Camry	\$6.62	Toyota Innova	\$6.89
Korea	Seoul - Gimpo	50	Hyundai Equus	\$4.96	Hyundai Starex	\$5.10
Korea	Seoul - Incheon	80	Hyundai Equus	\$4.96	Hyundai Starex	\$5.10
Macau	Macau	incl	Toyota Alphard	-	Toyota Alphard	-
Malaysia	Kuala Lumpur	75	Toyota Camry	\$6.95	Hyundai Starex	\$7.17
New Zealand	Auckland	30	BMW 7 Series	\$16.54	Mercede V Class	\$16.82
Philippines	Manila	25	Toyota Camry	\$15.72	Toyota Innova	\$20.82
Singapore	Singapore		Mercedes E Class	-	Toyota Alphard	-
Taiwan	Kaohsiung	15	Toyota Camry	\$3.80	Volkswagen VWT4	\$3.97
Taiwan	Songshan	15	Mercedes S Class	\$3.80	Mercedes V Class	\$3.97
Taiwan	Taipei	45	Mercedes S Class	\$3.80	Mercedes V Class	\$3.97
Thailand	Bangkok	Zone 1 & 2	Toyota Camry	-	Toyota Commuter	-
Thailand	Phuket	35	Toyota Camry	\$3.31	Toyota Commuter	\$8.27
Vietnam	Hanoi	30	Toyota Camry	\$4.96	Toyota Innova	\$5.10
Vietnam	Ho Chi Minh City	20	Toyota Camry	\$4.96	Toyota Innova	\$5.10
Japan	Tokyo - Haneda	30	Toyota Crown	JPY 2,174.00	Toyota Alphard	JPY 2,718.00
Japan	Tokyo - Narita	85	Toyota Crown	JPY 2,174.00	Toyota Alphard	JPY 2,718.00
Japan	Osaka - Kansai	50	Toyota Crown	JPY 2,174.00	Toyota Alphard	JPY 2,718.00

*Limo transfers in Japan will be charged in Japanese Yen.

24. Changes to these terms

- a. We live in a rapidly changing world. Sometimes this means we need to update this Offer terms and conditions. These updates include amendments to:
 - i. fees and charges (if any); and
 - ii. HSBC Credit Cards benefits and features

- b. We may amend or supplement this Offer terms and conditions, if it is reasonably necessary to:
 - i. reflect changes to our operational costs, business operations or systems and processes, or our arrangements with third parties;
 - ii. give effect to:
 - 1. applicable law, rule, regulation;
 - 2. a change, recommendation, order, requirement, notice, direction, code, circular or guidance issued by any regulatory, supervisory, governmental, statutory authority, stock exchange, self-regulatory, or resolution body having jurisdiction over us or a court of competent jurisdiction;
 - iii. reflect changes to industry or market conditions or practice;
 - iv. align with standards or expectations including in respect of:
 - 1. banking and financial services practices;
 - 2. environmental, social and governance practices;
 - 3. consumer and investor protection practices;
 - 4. cyber, digital, technology (including financial technology (FinTech)) practices e.g., those relating to crypto-assets, digital assets, virtual assets, asset tokenisation and artificial intelligence (including generative artificial intelligence and machine learning);
 - 5. operational resilience and data management practices; or
 - 6. taxation and transfer pricing practices; or
 - 7. otherwise protect our legitimate interests.
- c. To the extent reasonably practicable, we'll give you reasonable notice of any changes to this Offer terms and conditions before such this Offer terms and conditions take effect.
- d. We can choose how to give this notice to you. This may include:
 - i. contacting you directly (through mail, email, post or via mobile);
 - ii. placing signs or notices at our branches;
 - iii. publishing the change on our website; and
 - iv. using any other method we think is reasonably appropriate.
- e. If you don't agree with a change, you can cancel your existing credit card, after paying all amounts you may owe us.

25. These terms and conditions are governed by Singapore laws and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.

26. All information is correct at the time of publishing or posting online