

## FREQUENTLY ASKED QUESTIONS

### 1) When will my transport booking be confirmed?

Booking to be made at least 3 days in advance. An acknowledgement email will be sent on the next working day. Do note that the confirmation email will ONLY be sent once payment has been made. *(Please refer to question 6 on mode of payment)*

### 2) What if i do not receive any confirmation of my booking?

If no confirmation is given after payment, please call SDSC at 63423501.

### 3) Can I cancel my transport request?

Yes. *(Please refer to question 4 on refund eligibility)*

### 4) Can I get a refund after cancelling my transport request?

Cancellation has to be made 24 hours before requested date to receive a full refund. Anything less than 24 hours, no refund will be given.

### 5) What is the maximum number of wheelchairs and non-wheelchair passengers allowed for one booking?

Maximum number of passengers for one booking:

- 2 Motorised Wheelchair and 2 accompanying guest
- or
- 4 Manual Wheelchair and 1 accompanying guest

### 6) How can I make payment for my booking?

Payment has to be made at least TWO days prior to requested date. You may use the following mode of payment

Cheque, Bank Transfer or Cash

#### i. Cheque

All cheques are to be made payable to Singapore Disability Sports Council  
(Please write your name, contact number on the reverse side of the cheque)

Mail cheque to: Singapore Disability Sports Council (SDSC)  
3 Stadium Drive  
#01-34  
Singapore 397630

#### ii. Bank Transfer

A/c name: Singapore Disability Sports Council  
Bank Name: DBS Bank  
Swift Code: DBSSGSG  
Bank A/c no: 033-021741-2

Please ensure that a receipt is sent to SDSC, for prove of transaction.  
You may email it to [transport@sdsc.org.sg](mailto:transport@sdsc.org.sg)

iii. **Cash**

Cash payment to be made at SDSC office during working hours.

Monday – Friday (9am to 6pm)  
(Public holidays not included)

Address:  
3 Stadium Drive #01-34 Singapore 397630

Directions:  
via public transport  
Stadium MRT Station (CC6) is the nearest MRT station which exits directly into Singapore Sports Hub.

- Take Exit A and turn right.
- Entrance to SDSC is behind the escalator.

Directions via private transport  
You may park at Singapore Sports Hub basement car park at either B12 or B13.

- Take the lift or escalator to level 1
- At level 1, turn left and the entrance to SDSC is behind the escalator.

You may call SDSC hotline at 6342 3501 once you are at the entrance.

