

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 sdsc@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.

