

## 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

PayNow or Bank Transfer

#### i. PayNow

Step 1: Login to your bank app

Step 2: Under 'Transfer', scan the QR code or key in UEN: S73SS0035B in your bank's app PayNow page

Step 3: Enter the transaction amount

Step 4: Indicate your name in the reference/notes box

Step 5: Verify details, and submit

#### 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 [operations@sdsc.org.sg](mailto:operations@sdsc.org.sg)