

COVID-19 PRECAUTIONARY MEASURES

We are here to keep you safe while you travel

Your safety and well-being are our paramount concern and priority. We've heightened our hygiene and safety measures so you can continue enjoying lounge access and limousine transfer services with peace of mind. We endeavour to meet the highest standards of safety and care throughout your journey. Below, we detail the measures we've taken to keep you safe – from the moment you step foot in the airport, through to your arrival abroad.



Singapore lounge safety measures



Mandatory registration and temperature assessment before you enter the lounge. You may bring in one accompanying guest who is on the same flight as you



Lounge staff wear masks at all times



Enjoy individually portioned meals



High touch areas are frequently cleaned and disinfected



Safe distancing measures is practiced at all areas of the lounge. You will be ushered to your seat

Jakarta lounge safety measures



Book our Ambassador service for our Ambassadors to assist you with immigration clearance



Our Ambassador will guide you to the participating lounge and restaurants nearest your departure gate



Additional food hygiene measures at the participating lounge and restaurants



Our Ambassadors and the restaurant crew will be wearing masks at all times



Immigration clearance



We will waive the waiting time charge as immigration clearance might take longer than 60 minutes. Please inform the driver and he will be waiting for you

Limousine services



During this period, we will provide a direct service from the airport to one destination i.e. no additional stops



Reduced capacity in the limousine: There will be a maximum of two passengers per limousine



Our drivers will wear masks at all times. Please also wear a mask during the ride. Do ask the driver for a mask if required



Limousines will be equipped with hand sanitizers for your use. In Jakarta, a DBS care pack comprising mask, hand sanitizer and a luggage disinfectant will be provided



Drivers will clean high touch areas like the door handles and passenger seats after every ride



Drivers will wind down windows after every ride to improve ventilation inside the limousine



TRANSFER