

Terms of Service

Updated: 08 January 2026

Version: TOS.2026.1

1.0 Introduction

1.1. Purpose & Scope

The purpose of these Transport Service Regulations is to:

- **Establish Contractual Terms:** Define the legal terms and conditions under which Maxibus Transport provides services.
- **Define Rights & Duties:** Clarify the mutual responsibilities of Maxibus Transport and its Customers.
- **Ensure Compliance:** Guarantee that all services remain safe, reliable, and compliant with Singapore's Land Transport Authority (LTA) and other applicable laws.
- **Conflict Resolution:** Provide a structured framework for resolving disputes and addressing customer grievances.
- **Operational Clarity:** Outline standardized procedures for cancellations, refunds, and booking amendments.
- **Sustainability & Responsibility:** Commit to socially responsible and environmentally sustainable operating practices.
- **Data Privacy:** Establish protocols for handling customer data in alignment with the Personal Data Protection Act (PDPA).
- **Incident Management:** Detail procedures for investigating and addressing accidents or safety incidents involving TSP vehicles or personnel.

1.2. Scope

These Transport Service Regulations are binding and apply to:

- **Services:** All transportation services rendered by Maxibus Transport, including but not limited to:
 - **Passenger Transportation:** Point-to-point transfers, airport/seaport arrivals, hourly charters, tour services, and staff/worker transport.
 - **Cargo Transportation:** Last-mile delivery, package distribution, freight forwarding, and specialized logistics.
- **Users:** All individuals, groups, corporate entities, and organizations that book, pay for, or utilize the transport services provided by Maxibus Transport.
- **Personnel:** All full-time and part-time employees, ad-hoc drivers, and third-party contractors or owner-operators performing duties on behalf of Maxibus Transport.

2.0. Effective Date, Amendments, and Acceptance

2.1. Effective Date

These Transport Service Regulations come into effect on 08/01/2026. These regulations supersede and replace all prior agreements, oral or written, and any previous versions of the company's terms of service.

2.2. Amendments and Updates

- **Right to Amend:** Maxibus Transport reserves the right to amend, update, or replace these Transport Service Regulations at any time.
- **Notification:** While Maxibus Transport will make reasonable efforts to notify regular corporate clients of significant changes via email or website updates, it remains the responsibility of the Customer to review the regulations periodically.
- **Immediate Effect:** Any amendments shall take effect immediately upon being posted to the official Maxibus Transport website or communication channels.

2.3. Acceptance of Terms

- **Implied Acceptance:** By booking, accessing, or using any transport service provided by Maxibus Transport, the Customer and all passengers acknowledge that they have read, understood, and agreed to be bound by these Regulations.
- **Agreement on Behalf of Others:** Any person booking on behalf of a group, business, or other individuals warrants that they have the authority to bind those passengers to these terms.

3.0. Definitions

3.1. Transport Service Provider (TSP)

- Refers to **Maxibus Transport**, its affiliates, subsidiaries, and authorized contractors.
- Includes all drivers, operators, and personnel employed or contracted to provide services on behalf of the company.

3.2. Customer

- Any person or legal entity (business, group, or organization) that requests or uses the transport services.
- Includes passengers, shippers, consignees, and any party with a legitimate interest in the transport journey.

3.3. Vehicle

Refers to any motorized transport used by the TSP, classified as:

- **Combi:** 9-seater or 13-seater mini-buses.
- **Vans:** Cargo vans for goods transportation.
- **Buses:** 20-seater mini-buses and 40/45-seater coaches.
- **Specialized Vehicles:** Any vehicle modified for specific needs (e.g., wheelchair accessibility).

3.4. Cargo

Any goods or property transported by the TSP on behalf of a Customer, including:

- **Luggage:** Personal items belonging to passengers.
- **Packages & Parcels:** Individual items for courier delivery.
- **Freight:** Bulk goods or commercial property.

3.5. Transport Service

- **Passenger Transportation:** Includes point-to-point transfers, scheduled staff/worker routes, private charters, and tour/disposal services.
- **Cargo Transportation:** Includes package delivery, logistics, and freight forwarding.

3.6. Driver

- The individual designated to operate the vehicle, whether a full-time employee, ad-hoc driver, or contractor providing their own vehicle under the TSP's banner.

3.7. Journey

- The duration of travel starting from the designated pickup point and ending at the final drop-off point.
- This includes all planned stops, transfers, and waiting periods as agreed upon in the booking.

3.8. Booking

- A confirmed reservation for services made via the TSP's website, mobile app, WhatsApp, phone, or email.

3.9. Cancellation

- The termination of a booking by either the Customer or the TSP, whether due to a change in plans, no-shows, or unforeseen external factors (e.g., weather or mechanical failure).

3.10. Force Majeure

- Any event beyond the TSP's reasonable control that prevents service delivery, including but not limited to: natural disasters, war, government intervention, strikes, or sudden catastrophic mechanical failure.

4.0. Licensing, Safety, and Vehicle Maintenance

4.1. Licensing and Permits

- **Regulatory Compliance:** Maxibus Transport shall hold all necessary Class 2 Bus Service Licences (BSL) and permits required by the LTA to operate passenger and cargo services.
- **Authorized Use:** Every vehicle is registered for a specific purpose (e.g., Private Hire Bus, Excursion Bus, or Cargo Van). The TSP warrants that vehicles will only be used for their registered purpose in accordance with the Road Traffic Act.

4.2. Vehicle Maintenance and Inspection

- **Inspection Frequency:** In compliance with the 2026 LTA regime, all TSP vehicles undergo mandatory periodic inspections at LTA-Authorized Inspection Centres (AIC):
 - **Vehicles < 10 years:** Annual inspection.
 - **Vehicles > 10 years:** 6-monthly periodic inspections.
- **Maintenance Logs:** The TSP shall maintain accurate records of all mechanical repairs, tire replacements, and brake system overhauls for a minimum of 24 months.

4.3. Driver Qualifications and Training

- **Vocational Licensing:** All drivers must possess a valid Singapore Driving Licence and the appropriate **Digital Bus Driver's Vocational Licence (BDVL)** or **Private Hire Car Driver's Vocational Licence (PDVL)** visible via the Singpass app.
- **Medical Fitness:** Drivers undergo regular medical examinations and chest X-rays as required by LTA to ensure they are fit for vocational duties.
- **Professional Conduct:** Drivers are trained in safe driving techniques, route optimization, and customer service excellence.

4.4. Safety Equipment

All vehicles are equipped with mandatory safety features as stipulated by the Road Traffic (Motor Vehicles, Construction and Use) Rules, including:

- **Restraint Systems:** Functional seatbelts for all passenger seats.
- **Emergency Tools:** Fire extinguishers (serviced annually), a First Aid Kit, and a spare tire/toolkit.
- **Visibility Aids:** Blind-spot mirrors and, for buses ferrying school children, the mandatory "Children Crossing" reflective sign with red blinking LEDs.

4.5. Emergency Procedures

- **Incident Response:** The TSP maintains written emergency protocols for accidents, vehicle breakdowns, or medical emergencies.
- **Driver Training:** Drivers are trained to secure the scene, notify relevant authorities (995/999), and provide immediate assistance to passengers until help arrives.
- **Alternative Transport:** In the event of a mechanical breakdown during a journey, the TSP will make reasonable efforts to dispatch a replacement vehicle to minimize delay.

5.0. Booking, Scheduling, and Waiting Time

5.1. Booking Procedures

- **Advance Booking:** Customers must book transport services in advance via the Maxibus Transport website, WhatsApp, or email.
- **Required Information:** To ensure service accuracy, Customers must provide:
 - Exact Pickup and Drop-off locations (including specific building gate/lobby numbers).
 - Date and Time of travel (using 24-hour format).
 - Total Number of Passengers and type of cargo (if any).
- **Confirmation:** A booking is only legally binding once Maxibus Transport issues a **Booking Confirmation** via text or email.

5.2. Scheduling and Route Management

- **Best Efforts:** The TSP will make every reasonable effort to ensure vehicles arrive at the scheduled time.
- **Dynamic Adjustments:** Maxibus Transport reserves the right to adjust routes or schedules without prior notice due to traffic congestion, road accidents, or government-mandated road closures.

5.3. Grace Periods (Complimentary Waiting Time)

To allow for passenger boarding and luggage loading, Maxibus Transport provides the following complimentary grace periods:

- **Airport/Sea Port Arrivals: 60 minutes** from the actual landing/docking time of the flight or vessel.
- **Standard Departures (Point-to-Point): 10 minutes** from the scheduled pickup time.
- **Staff/Worker Trips: 15 minutes** from the scheduled pickup time.

5.4. Waiting Fees

- **Charging Rate:** Once the complimentary grace period expires, a waiting fee of **SGD 10.00 per 10-minute block** (or any part thereof) shall be applied.
- **Calculation:** If a passenger arrives 12 minutes after the grace period, the charge will be for two 10-minute blocks (\$20.00).
- **Driver Discretion:** Drivers are not authorized to waive waiting fees. All fees must be settled via the original payment method or cash to the driver as instructed by the TSP.

5.5. No-Show Policy

- **Standard Bookings:** If a Customer fails to arrive within **20 minutes** after the grace period has expired and remains uncontactable, the booking will be deemed a "No-Show." The vehicle will be released, and no-show fees (Section 10.0) will apply.
- **Worker Trips:** For staff/worker transport, the vehicle will depart exactly **15 minutes** after the scheduled time to ensure subsequent schedules are maintained. No waiting fees apply, but the trip is logged as a "No-Show."

5.6. Amendments to Bookings

- **Cut-off Time:** Requests to amend the date, time, or location must be made at least **60 minutes** before the scheduled journey.
- **Availability:** Amendments are subject to vehicle availability. If a change results in a higher rate (e.g., peak hour or further distance), the Customer must agree to the new rate before the amendment is confirmed.

6.0. Cargo Handling, Delivery, and Prohibited Items

6.1. Cargo Acceptance and Packaging

- **Proper Packaging:** Maxibus Transport (TSP) will only accept cargo that is appropriately packaged, sealed, and labeled for transport.
- **Right of Refusal:** The TSP reserves the right to refuse any cargo that is poorly packaged, leaking, emitting strong odors, or deemed likely to damage the vehicle or other cargo.
- **Customer Warranty:** The Customer warrants that all cargo is properly secured and does not contain illegal or restricted substances under Singapore law.

6.2. Cargo Handling and Damage

- **Standard of Care:** The TSP will handle cargo with reasonable care. However, the TSP is not liable for damage resulting from:
 - Inherent defects in the cargo or fragile items not disclosed at the time of booking.
 - Improper packaging or labeling by the Customer.
 - Force Majeure events (e.g., flash floods or accidents caused by third parties).
- **Loading/Unloading:** For large or heavy cargo, the Customer is responsible for providing manpower or equipment for loading and unloading, unless otherwise agreed upon in the booking.

6.3. Delivery and Receipt

- **Designated Locations:** Cargo will be delivered strictly to the location specified in the Booking Confirmation.
- **Proof of Delivery (POD):** The TSP will obtain a signature or digital confirmation from the Customer or an authorized representative upon delivery.
- **Failed Delivery:** If no one is present to receive the cargo, the TSP may:
 - Leave the cargo at the designated location (only upon written instruction from the Customer).
 - Return the cargo to the depot, subject to additional return trip and storage fees.

6.4. Prohibited Items

To ensure the safety of our drivers and the cleanliness of our vehicles, the following items are **strictly prohibited** for transport in any Maxibus vehicle:

- **Bio-hazardous & Flammable Materials:** Chemicals, explosives, or bio-medical waste.
- **Perishables & Strong Odors:** Items that may leak or emit lingering scents.
- **Durians:** The carriage of Durians is **strictly prohibited** in all passenger vehicles (Combi/Bus) due to lingering odors that affect subsequent bookings.
- **Live Animals:** Unless transported in a secure, leak-proof carrier and pre-approved by the TSP (Service Dogs excepted).
- **Valuables:** The TSP will not be liable for the loss of cash, jewelry, or precious metals. These should not be shipped as cargo.

6.5. Cargo Insurance and Liability

- **Limited Liability:** The TSP's liability for loss or damage to cargo is limited to the value of the transport fee or the declared value of the cargo (whichever is lower), provided the loss was caused by TSP negligence.
- **Optional Coverage:** Customers transporting high-value goods are encouraged to purchase independent transit insurance.

6.6. Storage and Disposal

- **Unclaimed Cargo:** Cargo returned to the depot due to failed delivery will be held for a maximum of 7 days.
- **Disposal:** If cargo is not collected within the specified timeframe, the TSP may dispose of or sell the items to recover storage costs, in accordance with applicable Singapore laws.

7.0. Maxibus Transport (TSP) Responsibilities

7.1. Provision of Service

- **Reliability:** The TSP shall make every reasonable effort to provide the transport service at the confirmed time and location as stated in the Booking Confirmation.
- **Vehicle Standard:** The TSP ensures that all vehicles dispatched are clean, roadworthy, and compliant with the safety standards outlined in Section 4.0.

7.2. Professional Conduct

- **Driver Standards:** All drivers shall conduct themselves professionally, wear appropriate attire (or company uniform where applicable), and treat passengers with courtesy and respect.
- **Safety First:** The driver's primary responsibility is the safe operation of the vehicle. The TSP ensures drivers are well-rested and adhere to legal driving hour limits to prevent fatigue.

7.3. Communication and Delays

- **Proactive Notification:** In the event of a significant delay (exceeding 15 minutes) due to unforeseen traffic or mechanical issues, the TSP will make reasonable efforts to notify the Customer via WhatsApp, phone, or email.
- **Service Recovery:** If a vehicle is unable to complete a journey due to a mechanical breakdown, the TSP is responsible for arranging a replacement vehicle or alternative transport to the destination at no additional cost to the Customer.

7.4. Data Privacy (PDPA Compliance)

- **Incorporation of Privacy Policy:** The collection, use, and disclosure of personal data by the TSP are governed by the **Maxibus Privacy Policy**, which is incorporated into these Regulations by reference.
- **Consent:** By confirming a booking, the Customer provides consent for the TSP to collect and use their personal data (including name, contact number, and location) for service coordination, safety, and billing.
- **Data Protection:** In accordance with the **Personal Data Protection Act (Singapore)**, the TSP shall implement reasonable security measures to protect all customer data from unauthorized access or disclosure.
- **Limited Disclosure:** Customer data will only be shared with drivers or authorized third-party partners to the extent necessary to fulfill the service and will never be sold for marketing purposes.
- **Full Terms:** The complete Privacy Policy can be found at <https://maxibus.sg/privacy-policy>.

7.5. Transparency in Pricing

- **No Hidden Fees:** The TSP shall provide clear pricing at the time of booking. Any additional surcharges (Midnight, Public Holiday, or ERP) must be disclosed to the Customer before or during the booking process.

8.0. Customer Responsibilities and Conduct

8.1. Passenger Safety and Compliance

- **Instructions:** Customers and passengers must comply with all safety instructions provided by the driver at all times.
- **Seatbelts:** In accordance with the Road Traffic Act, every passenger must wear a seatbelt while the vehicle is in motion. Maxibus Transport is not liable for fines or injuries resulting from a passenger's failure to wear a seatbelt.
- **Movement:** Passengers must not stand, open doors, or attempt to board/alight while the vehicle is in motion.

8.2. Prohibited Substances and Items

Maxibus Transport maintains a zero-tolerance policy for the following:

- **Illegal Drugs:** The transportation, possession, or consumption of any controlled drugs or substances prohibited under the **Misuse of Drugs Act (Singapore)** is strictly forbidden. Any discovery of such substances will result in immediate termination of the journey and a report to the Singapore Police Force/CNB.
- **Smoking and Vaping:** Smoking and the use of electronic cigarettes (vapes) are strictly prohibited inside all vehicles.
- **Durians:** As per Section 6.4, Durians are prohibited to prevent lingering odors.

8.3. Vehicle Care and Cleaning Fees

- **General Cleanliness:** Customers must not leave litter, food waste, or trash inside the vehicle.
- **Professional Cleaning Fee:** A cleaning fee of **SGD 150.00** shall be levied if a passenger soils the vehicle interior (including but not limited to vomiting, liquid spills, or staining of upholstery) requiring the vehicle to be taken out of service for professional valet cleaning.
- **Vandalism:** Any damage to the vehicle's equipment, upholstery, or fixtures (e.g., Karaoke systems, Bluetooth units, or seats) will be charged to the Customer at the full cost of repair or replacement.

8.4. Driver Safety and Mutual Respect

- **Zero Harassment:** Customers must treat drivers with respect. Any behavior that is considered harassing, threatening, or physically aggressive will result in the immediate termination of the service without a refund.
- **Driver Distraction:** Passengers must not engage in behavior that distracts the driver or interferes with the safe operation of the vehicle.
- **Right to Ban:** Maxibus Transport reserves the right to ban any individual or "worker trip" passenger from boarding if they have a history of misconduct or if they are currently under the influence of alcohol or substances that pose a safety risk.

8.5. Lost Property

- **Personal Responsibility:** Customers are solely responsible for their personal belongings. Maxibus Transport is not liable for items left behind, lost, or damaged during or after a journey.
- **Retrieval:** If an item is found and secured by the driver, it will be held at our depot for **30 days**. A reasonable administrative or courier fee may be charged to return the item to the Customer.

9.0. Dispute Resolution

9.1. Amicable Resolution

In the event of any dispute, claim, or disagreement arising out of or relating to these Transport Service Regulations, the Customer and Maxibus Transport shall first attempt to settle the matter through good-faith negotiations.

9.2. Formal Complaint Procedure

- **Submission:** Customers must submit a formal complaint in writing within **seven (7) working days** of the incident.
- **Review:** Maxibus Transport will acknowledge receipt within 48 hours and provide a formal written resolution within **fourteen (14) working days**.

9.3. Mediation

If the dispute cannot be resolved through internal negotiations, both parties agree to refer the dispute to the **Singapore Mediation Centre (SMC)** or **CASE** before resorting to court proceedings.

9.4. Governing Law

These Regulations shall be governed by and construed in accordance with the **Laws of the Republic of Singapore**.

9.5. Jurisdiction

The parties submit to the exclusive jurisdiction of the **Courts of Singapore** (including the Small Claims Tribunal where applicable).

9.6. Time Limit for Claims

Any legal action must be commenced within **one (1) year** after the cause of action has accrued, otherwise, such claim shall be permanently barred.

9.7. Confidentiality

Parties agree to keep all dispute negotiations and mediation sessions strictly confidential and shall not disclose details on social media or to third parties without prior written consent.

9.8. No Waiver

- The failure of Maxibus Transport to enforce any part of these Regulations (such as failing to charge a waiting fee or cleaning fee on a specific occasion) does **not** constitute a waiver of that right.
- Maxibus Transport reserves the right to strictly enforce any and all provisions of these Regulations at any future time, regardless of past leniency.

10.0. Cancellation, No-Show, and Refund Policies

10.1. Cancellation Policy:

All cancellations are governed by the **Maxibus Cancellation & Refund Policy** ([Cancellation Policy](#)), which is incorporated into these Regulations by reference. A summary of fees (\$15 for 24-72h notice; \$25 for <24h notice) is provided to the Customer at the time of booking.

10.2. Full Terms

Full terms of Cancellation, No-Show, and Refund Policies can be found at <https://maxibus.sg/cancellation-policy>.

11.0. Liability and Indemnity

11.1. Limitation of Liability

- **Financial Cap:** To the maximum extent permitted by Singapore law, the total collective liability of Maxibus Transport (TSP), its directors, and employees for any claim (whether in contract, tort, or negligence) shall be limited to the **total amount actually paid by the Customer** for the specific booking giving rise to the claim.
- **Exclusion of Consequential Loss:** The TSP shall not be liable for any indirect, incidental, or consequential damages. This includes, but is not limited to:
 - Missed flight, train, or cruise connections.
 - Loss of business profits or revenue.
 - Missed medical appointments or event tickets.
 - Costs of alternative transport arranged by the Customer without prior written approval from the TSP.

11.2. Indemnity

The Customer agrees to indemnify, defend, and hold harmless Maxibus Transport and its drivers from and against all claims, losses, damages, liabilities, and expenses (including legal fees on a full indemnity basis) arising out of or in connection with:

- The Customer's (or their passengers') breach of any part of these Regulations.
- Any injury to persons or damage to property caused by the Customer's prohibited cargo (e.g., leaking chemicals or hazardous goods).
- Any fines or penalties imposed by authorities (LTA, TP, etc.) resulting from the Customer's actions (e.g., failure to wear a seatbelt or distracting the driver).

11.3. Personal Injury and Insurance

- **Mandatory Insurance:** In compliance with the **Motor Vehicles (Third-Party Risks and Compensation) Act**, all TSP vehicles are covered by commercial insurance for third-party death or bodily injury.
- **Exclusion of Liability:** The TSP is not liable for injuries or deaths resulting from a passenger's own negligence, including but not limited to:
 - Failing to wear a seatbelt while the vehicle is in motion.
 - Standing, moving, or protruding limbs out of the vehicle.
 - Boarding or alighting before the vehicle has come to a complete stop.

11.4. Loss of Personal Property

Maxibus Transport is not a bailee of the Customer's personal property. While our drivers will make reasonable efforts to secure lost items found in the vehicle (as per Section 8.5), the TSP is not liable for the loss, theft, or damage of items left unattended in the vehicle.

12.0. Lost Property

12.1. Responsibility for Personal Belongings

- **Customer Duty:** Passengers are solely responsible for their personal belongings (e.g., mobile phones, wallets, bags, electronic devices) at all times.
- **Disclaimer:** Maxibus Transport (TSP) is not a bailee of the Customer's property and shall not be held liable for any loss, theft, or damage to items left in the vehicle during or after the journey.

12.2. Search and Discovery

- **Post-Trip Inspection:** Drivers will perform a visual sweep of the vehicle at the end of each journey where safety and traffic conditions permit.
- **Reporting:** Any items found by the driver will be logged and moved to our secure holding facility within 24 hours.

12.3. Claiming Lost Items

- **Verification:** To claim an item, the Customer must provide a detailed description and proof of ownership (or details of the booking) to our customer service team.
- **Collection:** Items can be collected in person from our designated depot during office hours (Monday–Friday, 9:00 AM – 6:00 PM) at no charge.

12.4. Return via Delivery

- **Administrative Fee:** If the Customer requests that a lost item be delivered to them, an administrative and handling fee of **SGD 20.00** applies.
- **Courier Costs:** In addition to the administrative fee, the Customer must bear the full cost of the courier or the prevailing transport rate if a TSP vehicle is used for the return.
- **Liability during Transit:** The TSP is not liable for any damage or loss that occurs while the item is being returned via third-party courier or transport.

12.5. Storage and Disposal

- **Holding Period:** Found items will be kept for a maximum of **thirty (30) days** from the date of discovery.
- **Unclaimed Items:** After 30 days, the TSP reserves the right to:
 - Donate the items to a registered charity.
 - Dispose of the items if they are of no value or are perishable.
 - Turn over high-value items (e.g., jewelry, large sums of cash, or passports) to the Singapore Police Force.
- **Perishables:** Food, drink, or perishable items will be disposed of immediately for hygiene reasons.

12.6. Passports and Identity Documents

In compliance with local regulations, all found Passports, NRICs, and Work Permits will be surrendered to the nearest Police Station or the relevant embassy if not claimed within **48 hours**.

13.0. General Provisions

13.1. Amendments and Updates

- **Right to Modify:** Maxibus Transport reserves the right to amend, vary, or supplement these Regulations at any time.
- **Notification:** Updated terms will be posted on the official company website or booking platform.
- **Acceptance:** Continued use of services following such updates constitutes the Customer's acceptance of the revised terms.

13.2. Severability

If any provision or part-provision of these Regulations is or becomes invalid, illegal, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision shall not affect the validity and enforceability of the rest of these Regulations.

13.3. Entire Agreement

These Regulations, along with the specific Booking Confirmation, constitute the entire agreement between Maxibus Transport and the Customer. It supersedes all previous agreements, promises, assurances, warranties, representations, and understandings between them, whether written or oral.

13.4. Rights of Third Parties

A person who is not a party to these Regulations shall have no right under the **Contracts (Rights of Third Parties) Act (Singapore)** to enforce any of its terms.

13.5. Force Majeure

Neither party shall be in breach of these Regulations nor liable for delay in performing, or failure to perform, any of its obligations if such delay or failure results from events, circumstances, or causes beyond its reasonable control (e.g., natural disasters, pandemics, or sudden government-mandated lockdowns). In such cases, the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed.

13.6. Governing Law and Language

- **Law:** These Regulations are governed by the **Laws of the Republic of Singapore**.
- **Language:** These Regulations are drafted in English. If they are translated into any other language, the English version shall prevail in the event of a conflict.

13.7. Order of Precedence:

In the event of any inconsistency between these Regulations and a specific Booking Confirmation or Service Agreement, the terms of the **specific Booking Confirmation** shall prevail.

14.0. Acknowledgement and Acceptance

By proceeding with a booking, making payment, or boarding a Maxibus Transport vehicle, the Customer hereby acknowledges and agrees to the following:

1. **Read and Understood:** I have read, understood, and agree to be bound by all thirteen (13) sections of these Transport Service Regulations.
2. **Authority:** I warrant that I have the legal authority to bind the individual passengers or the organization I represent to these terms.
3. **Safety & Conduct:** I accept responsibility for the conduct of all passengers in my group and agree to the cleaning fees and safety protocols outlined herein.
4. **Cancellation & Fees:** I acknowledge the cancellation fee structure (\$15/\$25) and the waiting time charges (\$10 per 10-minute block).

Customer Signature / Company Stamp: _____

Date: _____