

Frequently Asked Questions (FAQ)

1) What are the Membership Requirements?

- You should be at least 23 years old
- Possess a Class 3 drivers' license
- Have at least 2 years of driving experience.

2) How do I register to be a member?

- Fill up Premier GO's Application form and submit with the following;
- Copy of NRIC / Passport
- Copy of Driving Licence
- Copy of Staff Pass or Business Card
- Credit card Authorization Form (for deduction of rental payments and all miscellaneous fees incurred)

3) How long does it take to process my application?

- We will need to validate your application and driving records which will typically take up to 3 working days for normal cases and longer for special cases.

4) Are there any Terms and Conditions that I should be aware as a member?

- All hirers have to agree to our terms and conditions prior to signing up. The terms and conditions are subject to changes from time to time. – A PDF copy will be sent to you via email.

5) What are the Membership Fees and how long is the commitment period?

- The membership is valid for a one year period.

Memberships	Premier GO	Premier GO-Lite
	Basic Plan for Hourly users	Combo Plan for Hourly / Daily/ Weekly/ Monthly Users
Membership Fee (Per Annum) - non refundable	\$100	\$150
Membership Fee (Per Month) - non refundable	\$10	\$20
Registration Fee (one-time)	\$20	\$20
Hourly rental Deposit (Singaporean/Foreigner)?	\$100/\$500	\$100/\$500

6) What are the type of services available?

- Hourly Rental
- Business Rental – 9am to 6pm (9hrs)
- Night Rider – 6pm to next day 9am (15hrs)

7) What is the minimum length of rental?

- The minimum length of rental is an hour.

8) What is the Insurance Coverage?

- The hourly rates include third party liability and property damage. Hirers are always responsible for the amount of "Non-Waivable Excess (NWE)" for each and every accident (Prevailing GST applies). – Pls refer to the Terms and conditions attached with the application form for the Excess amount.

9) How can I make my booking?

- All members can send in their booking request via Premier's website under Premier GO page. Our friendly customer service officer will contact you to confirm all details via email or phone call.

10) What if I am late for my booking or did not turn up?

- All rental will be calculated and charged based on booking time. No refund for any late collection without prior notification. Eg; Booking time: 6pm, actual collection time at 6:15pm.

11) What if I return the car later than the stipulated end time?

- Rental will cease only when our Administrator receives a clear image of the dashboard showing the closing mileage and petrol level of the car returned. For every 15 minutes block that you are late, there will be a penalty charge of SGD\$10.00. (Prevailing GST applies).

12) Can I extend my rental?

- Subject to the availability of the vehicle, extension is possible via email or WhatsApp hotline. All extension charges will be deducted from your credit card after your final rental ends.

13) Any cancellation fees?

- Any cancellation less than 3 hours' notice will incur a minimum 1 hour charge.

14) How can I make payment for my rental?

- All rental payment will be deducted via the member's preferred credit card. (details furnished during application)

15) Where can I collect / return my rental car?

- All car collection /return will be done at Premier's office at 23 Changi South Ave 2 visitor's car park.

16) Do I need to meet anyone during car collection?

- No, a 4 –digit pin will be provided to you prior to your booking time for you to retrieve the car key and document from the allocated locker stationed at the guard house. - Totally hassle free.

17) What if the car is damaged?

- A Pre-Marked Vehicle Inspection Chart will be left on the dashboard for you to check against dents, scratches or other damages. Should there be any other new damages, please report to us via email: Ops@Premier-rentacar.com or WhatsApp hotline with a photo of the damage. You would not want to be held responsible for any damage you did not cause, so do remember to check before moving off.

18) Is Fuel included in the Hourly rate?

- No, fuel is not included in the hourly rental rate.
- You may choose to top up to the same level prior to returning the vehicle or to pay based on SGD\$0.38/km (Prevailing GST applies) for the mileage used.

19) Can I drive the car into Malaysia?

- No, all Hourly rentals are for Singapore use only.

20) Can I use the car to do Uber/ Grab?

- No, all Hirers are strictly NOT allowed to use the rental car for any Hire or reward purpose which includes Grab hitch.

21) Can I allow my friend who is not a member to drive the car?

- No, only registered drivers are authorized to drive the car.
- In the event of unauthorized driver found driving the vehicle, the HIRER will not be protected by Insurance and Non-Waiverable Excess; and shall be fully liable for all damages caused to the Vehicle.

22) Will a cash card be provided?

- A complimentary Cash card & top-up service can be provided upon request at an Admin fee of SGD\$5. (Prevailing GST applies)

23) Will a GPS be provided?

- No. Although some of our cars have in-built GPS navigation, it may not always be updated. As such, we recommend all Hirers to use Google Maps on their phone for navigation.

24) Are pets allowed in the cars?

- No pets are allowed in the cars. You will be subjected to a fine of SGD\$200 should there be evidence found inside the vehicle upon return. (Prevailing GST applies)

25) Can I smoke inside the car?

- Smoking is strictly prohibited in the vehicle. The HIRER shall bear the cost of SGD\$200.00 removing any offensive /bad odour in the Vehicle. (Prevailing GST applies)

26) How should I handle ERP fine / parking ticket?

- We would strongly advise that you make payment within the next 5 working days at any AXS station or online at oneway.onemotoring.com.sg.
- Any unsettled fine will be re-directed to the Hirer and an administration fee of SGD\$10 shall be charged. (Prevailing GST applies)

27) What should I do if I meet with an accident during the course of driving?

- The Hirer must report to Premier for each and every accident or damage to the vehicle within 24 hours with vehicle registration number, names and contact details of the third parties involved.
- For accident case with bodily injury, the Hirer must report to the Singapore Traffic Police and a copy of the Accident report must be forwarded to Premier as soon as possible.
- Under no circumstances should the HIRER plead guilty or accept any offer of compensation or enter into any settlement without first obtaining PREMIER's consent in the event of an accident involving third parties