

Airport Pick Up Service FAQ

1. What is the Airport Pick-Up Service?

The Airport Pick-Up Service is a complimentary support service designed to help new international students travel safely and conveniently from the airport to their accommodation upon arrival in Singapore. It is provided subject to availability.

2. Is the Airport Pick-Up Service free?

Yes. The Airport Pick-Up Service is provided free of charge for eligible new international students and their accompanying parent or legal guardian (if applicable).

3. Who is eligible to use this service?

The service is available to new international students who have received their In-Principle Approval (IPA). An accompanying parent or legal guardian may also use the service

4. Can my friends or other family members use the service?

No. The service is only available for eligible students and their accompanying parent or legal guardian. Friends, additional family members, and other travel companions are not covered by the service.

5. How do I request the Airport Pick-Up Service?

After receiving your IPA, complete and submit the Airport Pick-Up Service Request Form. Requests should be submitted at least 5 working days before your arrival in Singapore.

6. What information do I need to provide when submitting a request?

You will need to provide:

- Full name (as stated in your passport)
- Passport number
- Student ID (if available)
- Flight number

- Arrival date and time
- Arrival terminal
- Accommodation address in Singapore
- Contact number
- Emergency contact details

7. What happens after my request is approved?

You will receive a confirmation email from Singapore Student Central containing the driver's contact details, airport meeting instructions, and emergency contact information.

8. Where will I meet the driver at the airport?

The driver will meet you at a designated meeting point in the arrival hall and will transport you directly to your pre-arranged accommodation.

9. What are the service operating hours?

The Airport Pick-Up Service operates:

- Monday to Friday
- 9:00 AM to 6:00 PM
- Excluding Singapore Public Holidays

10. What should I do if my flight is delayed or my travel plans change?

Please inform Singapore Student Central as soon as possible if there are any flight delays, schedule changes, or travel disruptions so that appropriate arrangements can be made where possible.

Note: Students are advised to secure accommodation before arriving in Singapore and ensure that their mobile phone is accessible upon arrival for communication with the driver.

11. What if I arrive earlier or later than my scheduled arrival time?

If your flight arrives earlier or later than expected, please contact the driver using the contact details provided in your confirmation email as soon as possible. It is also important to inform Singapore Student Central of any flight delays, schedule changes, or travel disruptions before your arrival whenever possible.

The driver will make reasonable efforts to accommodate flight delays and early arrivals; however, this may not always be possible. As the Airport Pick-Up Service is provided subject to availability, there may be circumstances where the driver is unable to wait or adjust the pick-up time.

If the driver cannot be contacted, is no longer available due to the change in arrival time, or alternative arrangements cannot be made, you will be required to arrange and pay for your own transportation from the airport to your accommodation.

12. What should I do if I cannot find my driver at the airport?

If you are unable to locate your driver after arriving:

1. Remain at the designated meeting point provided in your confirmation email.
2. Contact the driver directly using the contact details provided in your confirmation email.
3. Ensure your mobile phone is switched on and accessible so that the driver can reach you.
4. If you are unable to contact the driver, contact Singapore Student Central using the emergency contact details provided in your confirmation email for assistance.
5. If the driver remains uncontactable and alternative arrangements cannot be made, you will need to arrange and pay for your own transportation from the airport to your accommodation.

Important: Students should ensure they have sufficient funds or a payment method available in case they need to arrange their own transport. If your flight is delayed or your arrival details change, please notify Singapore Student Central as soon as possible to help avoid any pick-up issues.