



# Grab Culinary Tours HANDBOOK

[PILOT]

*" Small group tours conducted by registered tour guides in Singapore, with personalised interest-based matching as the foundation of creating better experiences"*

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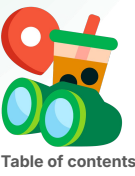
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# Grab Culinary Tours: A Guide for Our Tour Guides



## Welcome Aboard!

Welcome to the Grab Culinary Tours! We're excited to partner with you to showcase Singapore's vibrant culinary scene to tourists. This guide provides essential information for delivering

## Competitive Advantages of Being a Grab Tour Guide

Being a Grab Tour Guide comes with several unique benefits designed to support you and enhance your experience:

- **Peace of Mind:** Group personal accident plan coverage during Grab-assigned tours.
- **Compensation:** For tourist cancellations with less than 24 hours' notice.
- **On-Demand Support:** Ability to accept bookings with short notice, >24hrs from booking date (small group tours).
- **Transparent Payments:** Clear payment process, recorded in the app

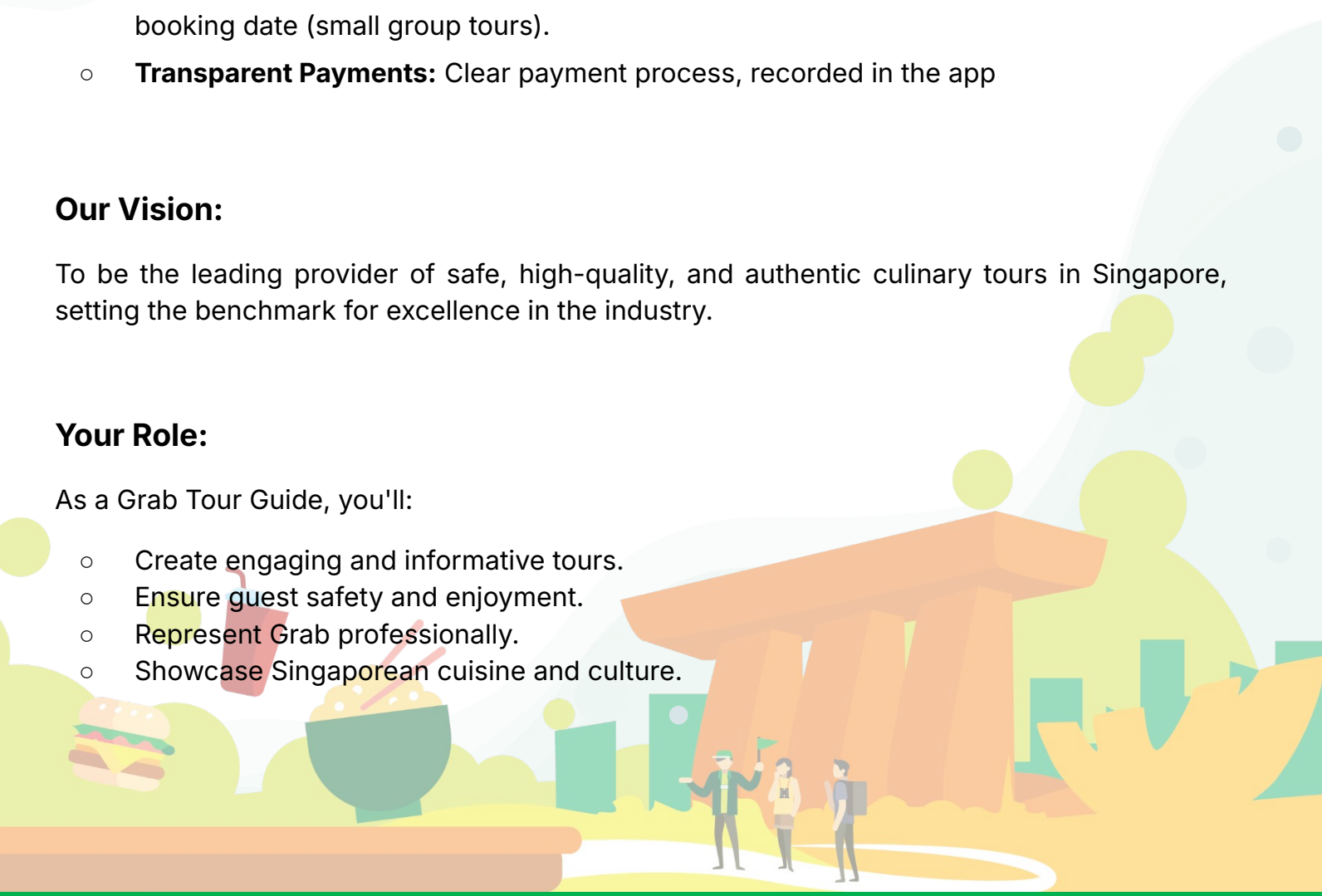
## Our Vision:

To be the leading provider of safe, high-quality, and authentic culinary tours in Singapore, setting the benchmark for excellence in the industry.

## Your Role:

As a Grab Tour Guide, you'll:

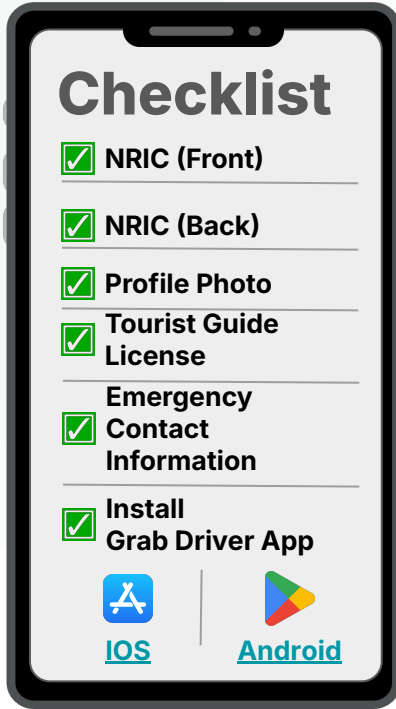
- Create engaging and informative tours.
- Ensure guest safety and enjoyment.
- Represent Grab professionally.
- Showcase Singaporean cuisine and culture.





# Get Started: Onboarding in Grab App

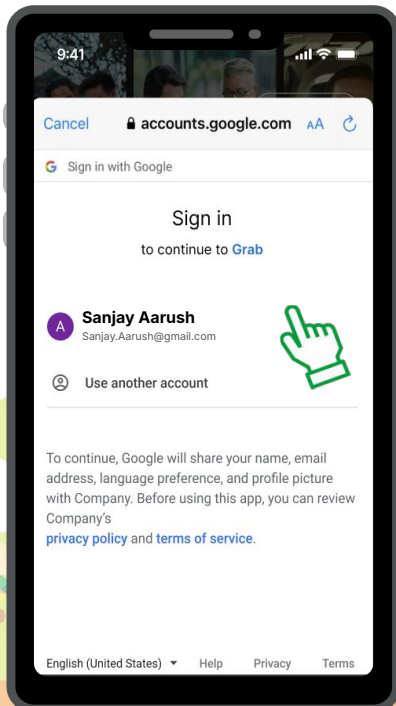
1) Prepare the following:



2) Tap 'Get started' with Google



3) Sign-in to your gmail account



4) Fill Up Information and Tap 'Next'

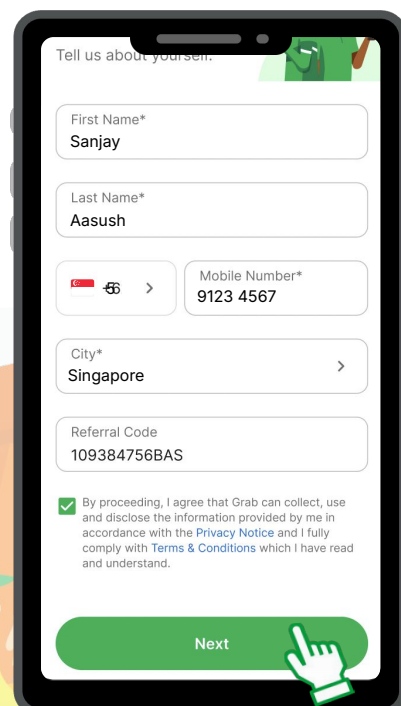
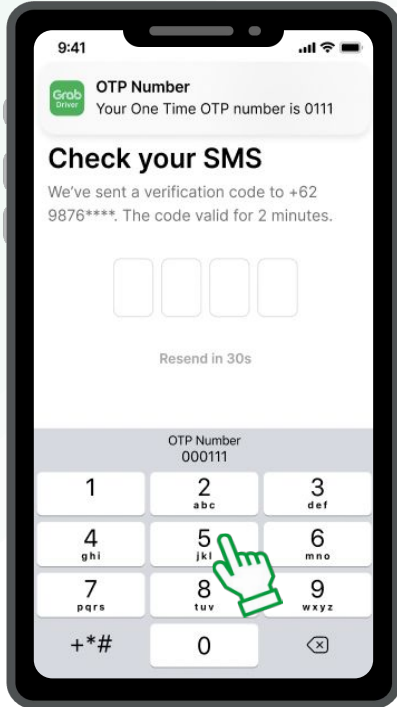




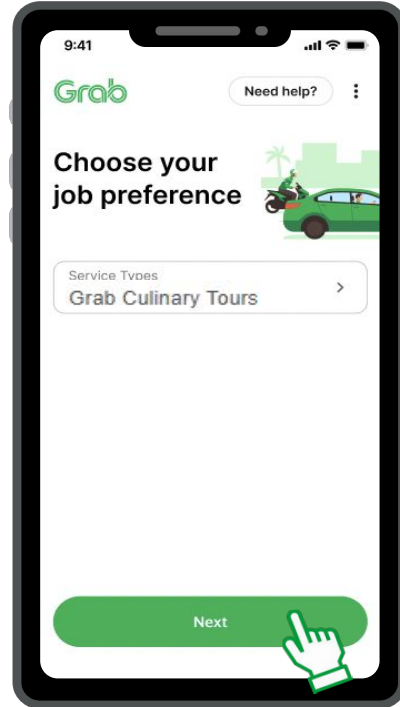
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# Get Started: Onboarding in Grab App

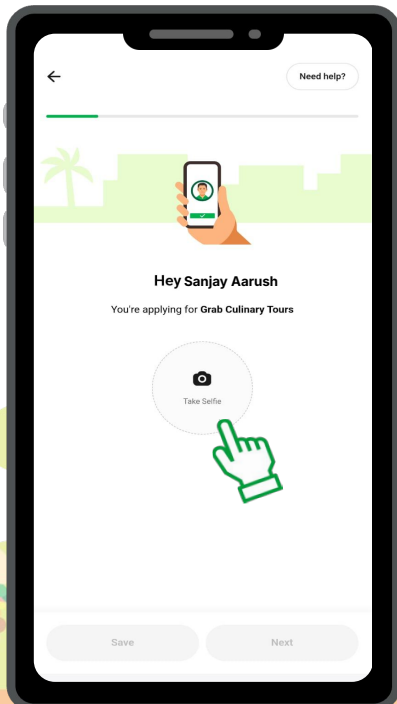
5) Input  
'OTP received'



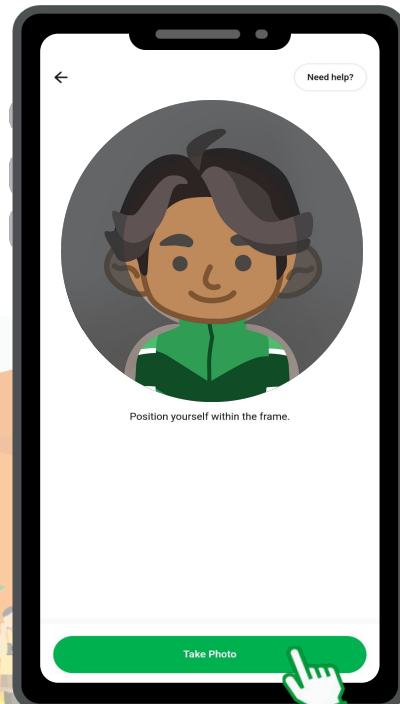
6) Choose 'Grab  
Culinary Tours'



7) Tap on  
'Take Selfie'



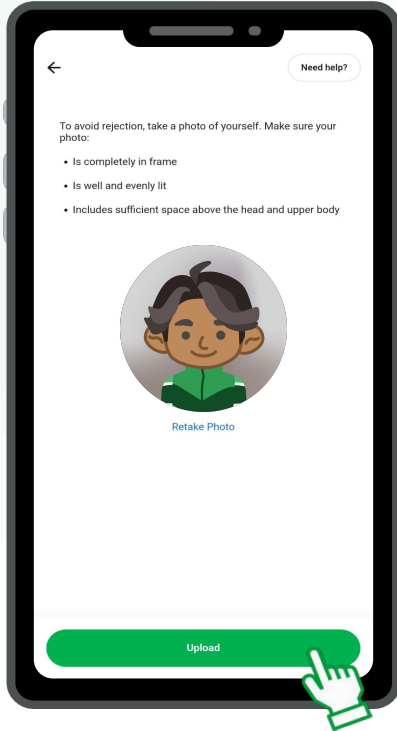
8) Tap on  
'Take Photo'



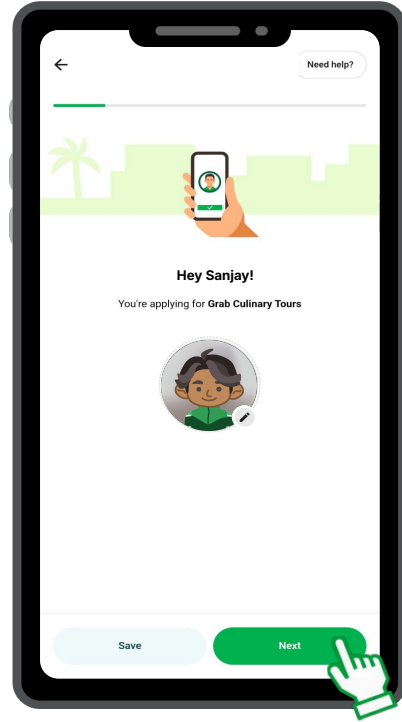


# Get Started: Onboarding in Grab App

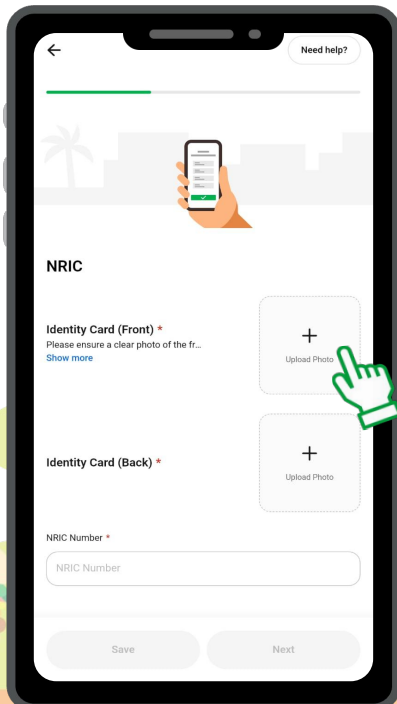
## 9) Tap on 'Upload'



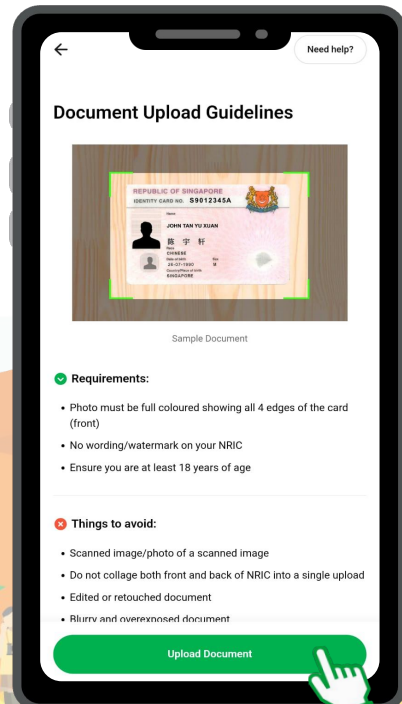
## 10) Tap on 'Next'



## 11) Upload NRIC Photo (Front and Back)



## 12) Read the guidelines and Upload documents





# Get Started: Onboarding in Grab App

13) Input NRIC Number and click 'Next'

Need help?

NRIC

Identity Card (Front) \*  
Please ensure a clear photo of the fr...  
[Show more](#)

Identity Card (Back) \*

NRIC Number \*  
G3175666Z

Save Next

14) Upload Tourist license and input expiry date

Need help?

1 Check your documents  
Make sure these are up-to-date.

Tourist Guide License

Tourist License Image \*

Expiry Date \*  
11/04/2025

Save Next

15) Read document guidelines and upload document

Need help?

Document Upload Guidelines

Requirements:

- Document must be valid
- Sharp, upright image with readable text
- Document is completely in frame

Things to avoid:

- Expired documents
- Retouched or edited documents
- Blurry and overexposed documents
- Documents with information cut out of frame

Upload Document

16) Fill-up Emergency Contact and click 'Next'

Need help?

Emergency Contact

Name of Emergency Contact \*  
Edmubd Chan

Relationship to Emergency Contact \*  
Father

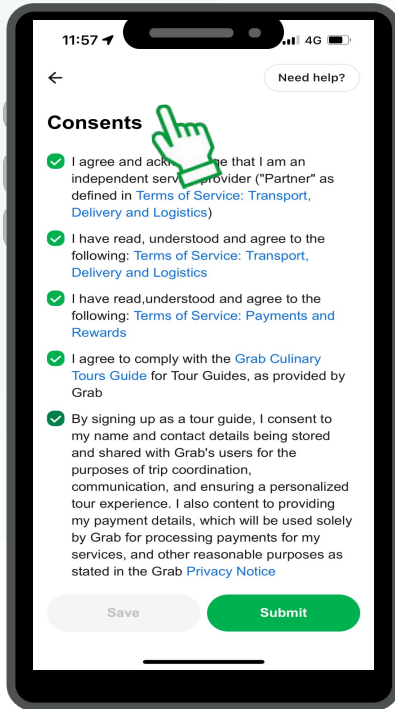
Phone Number of Emergency Contact \*  
+65 93840000

Address of Emergency Contact  
123 Pungol walk

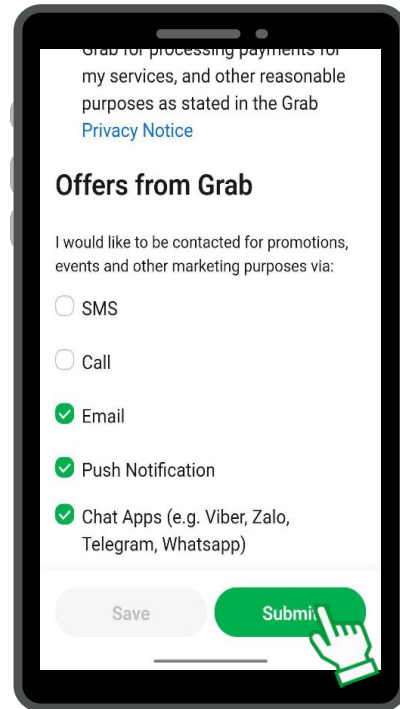
Save Next

# Get Started: Onboarding in Grab App

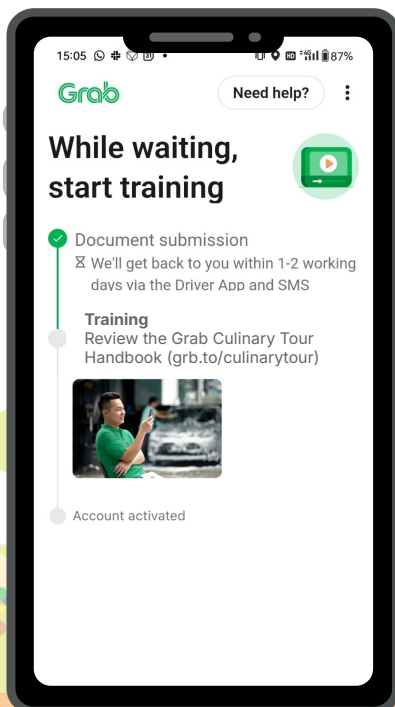
17) Provide Declaration and click 'Next'



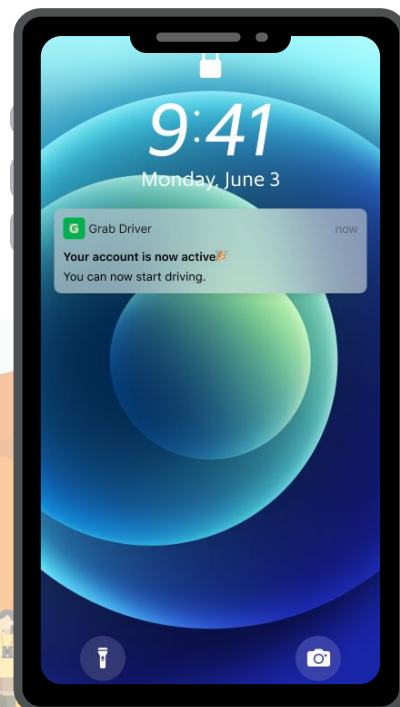
17) Choose how you want to be contacted for promotions



18) Wait for your application approval



19) Receive notification once your account is activated



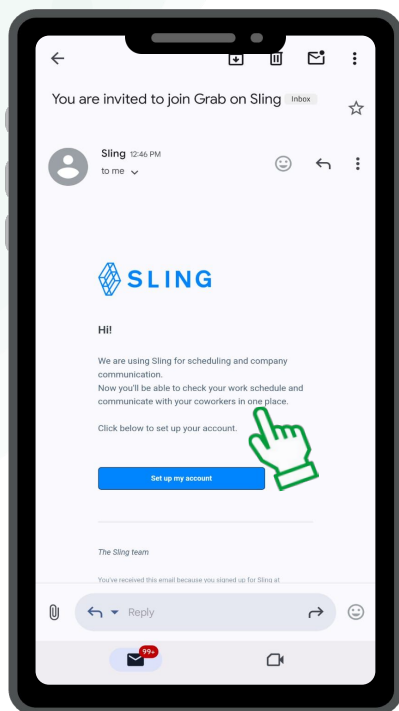
# Shift Schedule: Install GetSling App



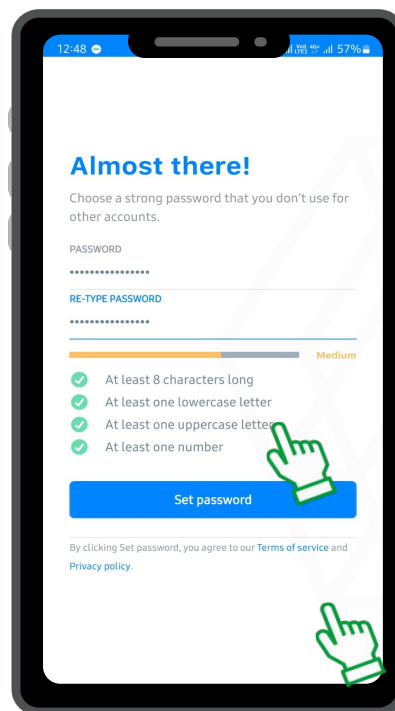
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**Important:** Install GetSling Application to indicate your available schedule. **Grab will consider you as available to receive allocations by default.** Please make sure to request time-off for the days you cannot conduct a tour

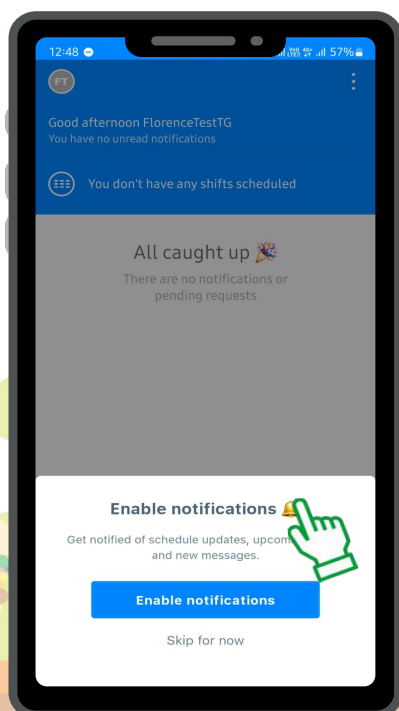
1) Receive email invitation to Install Sling App



2) Set Password



3) Enable Notifications to receive updates



4) This is your Sling App Home Page

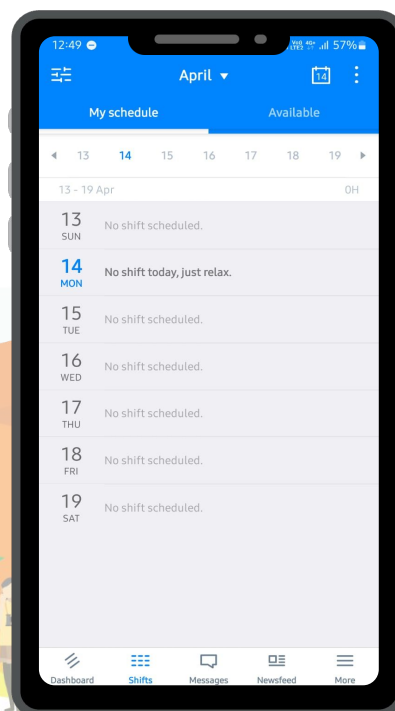



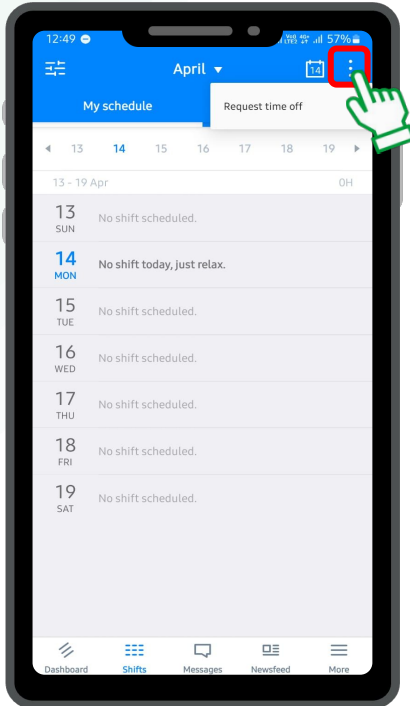


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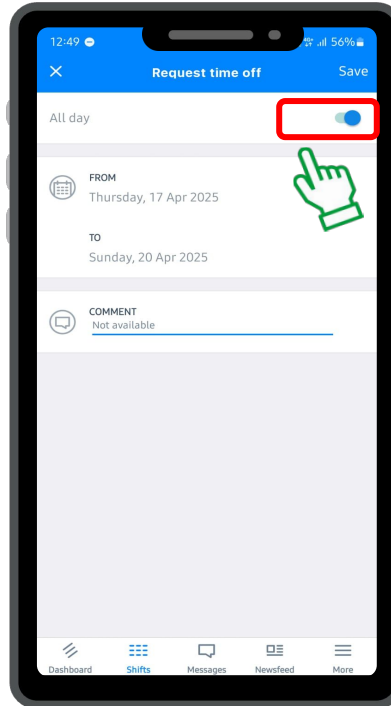
# Shift Schedule: Request Time-Off (Day or hours)

**Important:** Install GetSling Application to indicate your available schedule. Grab will consider you as available by default. **Please make sure to request time-off for the **days** or **specific hours** you cannot conduct a tour to avoid receiving allocations**

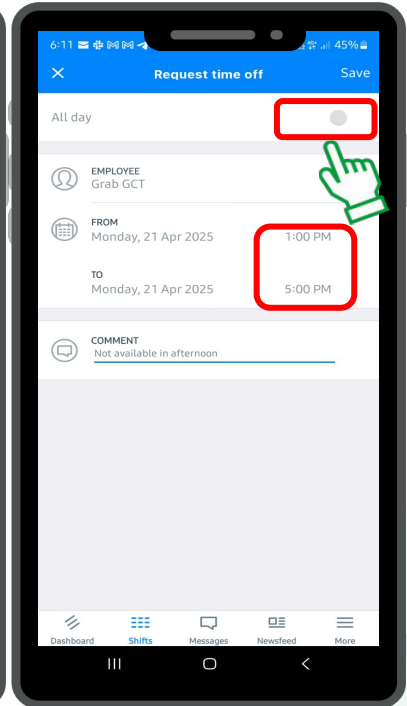
1) Tap on  to request time-off



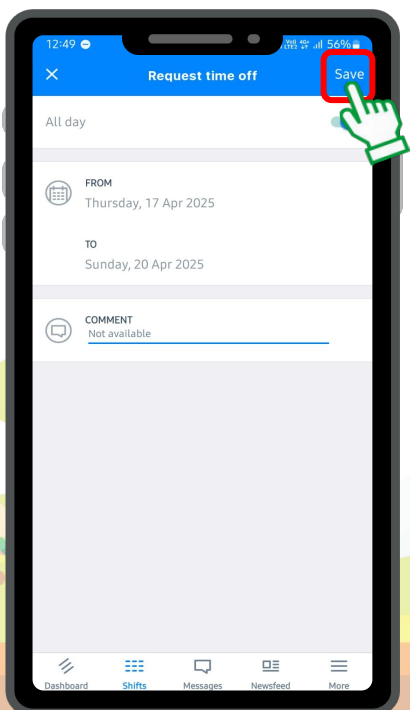
2a) Select Days to take Time-off



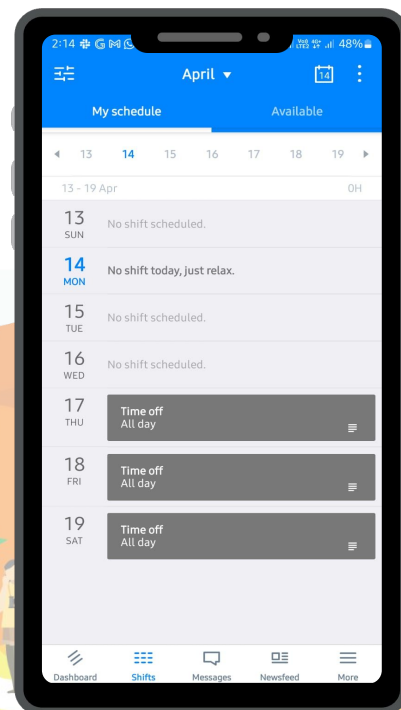
2b) Select Hours to take Time-off



3) Enable Notifications to receive updates



4) You will not receive allocations during time-off



# Crafting Your Tours:

## Grab Tour Themes



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As a **Grab Tour Guide**, you are empowered to craft amazing culinary tours based on the following Grab Tour themes:



### Flavors & Facades

Architecture, Film, Media,  
Art

**Popular Hawker Dishes**

[4 hours]



### Spice & Silk

History, Traditions,  
Spirituality, Art  
**Malay, Indian, Middle  
Eastern Cuisine**

[3 hours]



### Hawker Heaven

Street Food, Local Life

**Hawker Favourites**

[3 hours]



### Hearty Heartlands

Culture, Lifestyles,  
Community Immersion,  
Traditions

**Traditional local dishes**

[3 hours]



### Peranakan Pathways

History, Heritage,  
Architecture

**Peranakan, Snacks**

[4 hours]



### Nature and Nibbles

Nature, Parks, Wildlife,  
Photography

**Snacks**

[4 hours]



### Night Lights and Bites

Night Life, Bars

**International Flavours,  
Desserts, Snacks**

[3 hours]



### Artisans and Appetites

Bakeries, Snacks, Coffee,  
Cafes

**International, Modern  
Fusion, Local Snacks**

[4 hours]

# Crafting Your Tours:

## Sample Itinerary Tours



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**Theme:**  
**Peranakan Pathways**  
**Duration: 4 hours**

**Go to Spice Garden  
(45 mins)**

*Touch and smell some spice which  
used in peranakan food*

1

**Food Tasting in Kim Kueh  
Changi (1 hour)**

5



**Visit Peranakan museum  
(1 hr & 10 mins)**  
*Immerse in the culture of  
Peranakan*

2

**Picture Taking session  
in Koon Seng Road  
(20 mins)**

4

3

**Travel to Katong  
(45 mins)**

# Tour Budgeting: Food & Attractions Spend



## Food & Attraction Budget

(Based on Total Tour Value paid by Tourists)

No. of pax per tour		2	3	4	5	6
Budget Guideline	3-Hour Tour	30%	35%	40%	40%	40%
	4-Hour Tour	30%	35%	40%	40%	40%
Estimated Earnings per hour (Before Tips)		\$41-44	\$57-59	\$69-70	\$86-87	\$103-104

## Example:



Mr. Sanjay booked for a Spice & Silk Theme Tour for 3 Pax for 3 Hours. He paid \$120 per pax with total tour value of \$360.00

Tour Value:  
( $\$120 \times 3$  pax)  
**\$360**

Budget Guideline:  
( $\$360 \times 35\%$ )  
**\$126**

Grab Commission:  
( $\$360 \times 12\%$ )  
**\$43.20**

### Tour Guide Net Earnings

$\$360 - \$126 - \$43.20 =$  **\$190.80**

For 3hrs with 3 pax

# Service Standards: Your Responsibilities



As a **Grab Tour Guide**, you are not only a representative of Singapore's culinary scene but also an ambassador for the Grab brand. Your responsibilities extend beyond simply leading a tour; they encompass upholding high ethical standards, adhering to regulations, and embodying Grab's core values

## A. Professionalism



### Be Punctual and Prepared:

Arrive on time, familiarize the route, and prepare for an engaging tour to respect guests' time.



### Be Professional and Courteous:

Always uphold professionalism and respect guests, regardless of background, avoiding any disrespectful or discriminatory remarks.



### Appearance:

Maintain good personal hygiene, a neat and smart appearance



### Integrity:

Display your Tour Guide Badge at all times.



### Be a Brand Ambassador:

Represent Grab positively and professionally in all your interactions.

# Service Standards: Your Responsibilities



As a **Grab Tour Guide**, you are expected to deliver memorable experiences for tourists by offering exceptional culinary tours, while maintaining a professional demeanor and engaging interactions.

## B. Guest Experience and Engagement



### Be Knowledgeable and Engaging:

Deliver accurate answers, engaging commentary, and share passion for Singaporean culture, continuously enhancing tour experiences.



### Create Memorable Experiences

Emphasize tour uniqueness, create memorable experiences, innovate continuously, and strive to enhance guests' tour experiences.



### Build a Personal Connection:

Connect with your guests on a personal level to create a more meaningful and memorable experience.



### Encourage Reviews and Feedback:

Positive reviews help build trust and attract more Tourists. Encourage tourists to share their experience and feedback for improvements

# Service Standards: Your Responsibilities



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As a **Grab Tour Guide**, prioritizing safety is essential to safeguard your guests and prevent any accidents during tours. Promoting sustainability allows you to preserve the environment and cultural heritage, ensuring that tourism remains beneficial and responsible for future generations.

## B. Safety and Compliance



### Respect Cultures & Ethics

Conduct tours with honesty.  
Be mindful and considerate  
of local customs and  
traditions.



### Comply to all regulations of STB

Adhere to all applicable rules,  
regulations, and the Code of  
Conduct established by the  
Singapore Tourism Board



### Prioritize Guest Safety and Well-being:

Prioritize guests' safety and  
comfort with genuine care.  
Carry a first-aid kit at all  
times



### Report Incidents Promptly

Be familiar with the Important  
Emergency Hotlines and call  
appropriate helpline  
immediately



**SINGAPORE  
POLICE FORCE**  
SAFEGUARDING EVERY DAY

EMERGENCIES **999**  
EMERGENCY SMS **70999**



**SCDF**  
The Life Saving Force  
*... for a safer Singapore*

**Fire/Rescue/Ambulance**

PHONE **995**  
SMS **70995**

**Grab**

**M** [grabservices@grab.com](mailto:grabservices@grab.com)

[grb.to/culinarytour](http://grb.to/culinarytour)

Singapore  
TOURISM  
BOARD

[stb.gov.sg/](http://stb.gov.sg/)

# Service Standards: Things to Avoid



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## Conducting Tours Without a Valid Licence

Providing guiding services for any form of payment without holding a current and valid Tourist Guide Licence is strictly prohibited by law



## Providing False or Misleading Information

Provide accurate information about Singapore's history, culture, and attractions at all times. Do not mislead tourists with false information



## Engaging in Unprofessional Conduct

Refrain from unprofessional conduct such as smoking, consuming alcohol, or disclosing guests' personal data to unauthorized third parties.



## Disregarding Dietary Restrictions and Traditions

Be aware of and respect the diverse dietary restrictions and traditions of tourists  
*(e.i., Halal requirements , vegetarian options, religious observance)*



## Showing Disrespectful or Discriminatory Behavior

Treat all tourists with politeness and respect, regardless of their background. Disrespectful or discriminatory behavior is unacceptable.



## Neglecting the Safety and Well-being of Tourists

Ensure the safety and well-being of tourists by being aware of hazards, following safety protocols, and being prepared for emergencies



## Solicitation & Pushy Sales Tactics

Do not promote personal businesses; or request for or pressure tourists for tips. Accept tips in a gracious gesture.



## Unauthorized Tour booking Transfer

Refrain from transferring the booking to another Tour Guide without prior notification from Grab if you are unable to conduct the tour

# Using the Grab App: Signing in to you Grab App

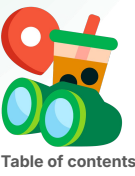
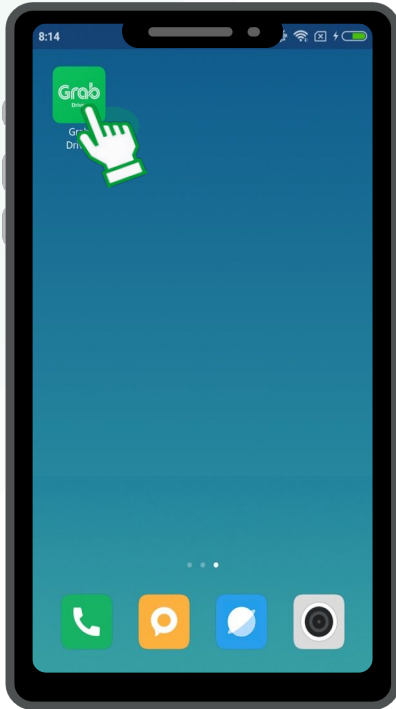
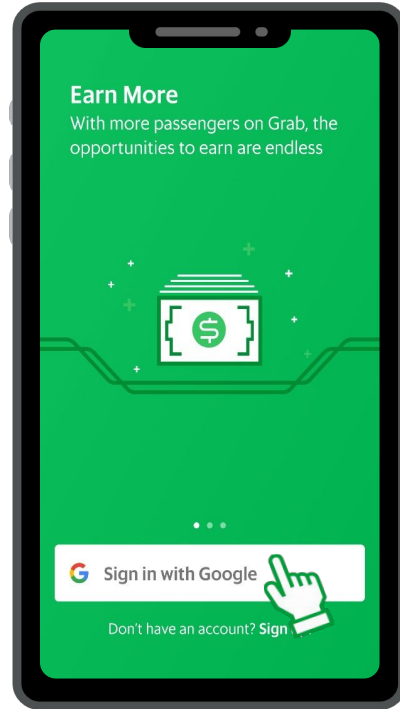


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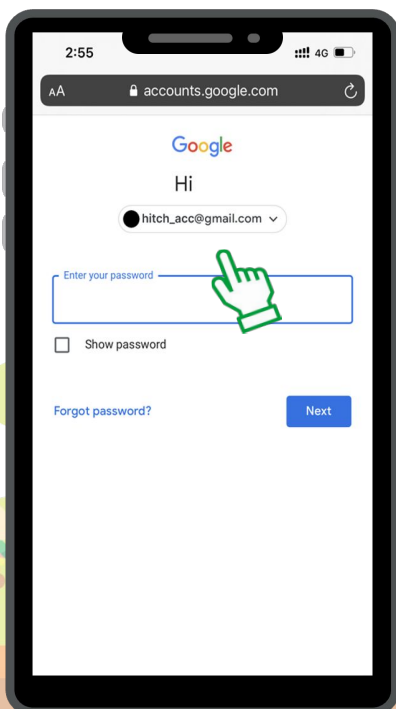
1) Tap on  
'Grab Driver App'



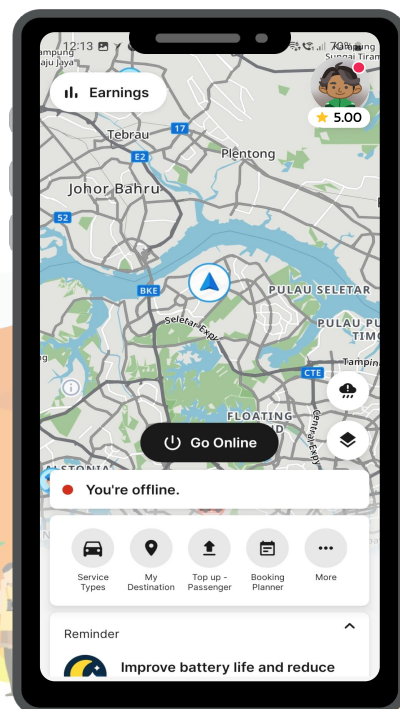
2) Sign in with  
Google



3) Sign in using your  
Grab registered email  
address



4) This is your home  
screen



Ignore Maps  
and other  
Grab Features

# Using the Grab App:

## Grab App Home Page



### Money Box

Earnings, wallets and incentives

### Accounts

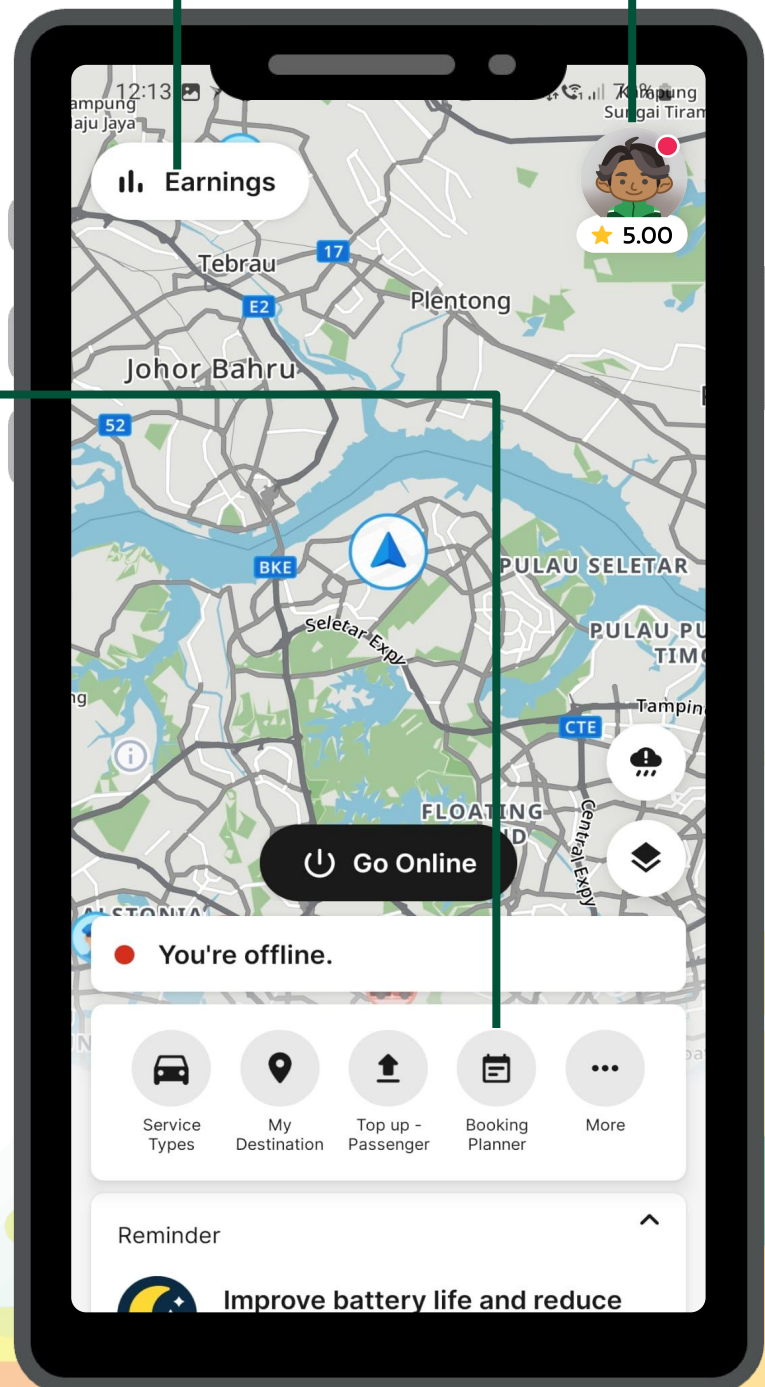
Profile, notifications and more menus

### Booking Planner

Tour Bookings



*Ignore Maps and other Grab Features not applicable for Culinary Tour (during Pilot Run)*



# Using the Grab App: Tour Booking allocation



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**Important:** All tours will be automatically allocated via the Grab App, no tours will be allocated offline and Tour Guide are meant to communicate to the Tourists via the Grab App who book the tour to discuss the specifics

## How are tours allocated to Tour Guide

1

### Availability

- Update your Sling App for time-off schedules

2

### Language Proficiency

- Indicated in the GCT Sign-Up Form during onboarding

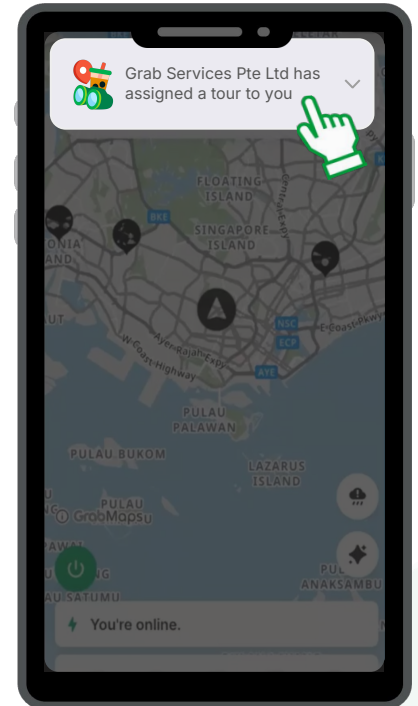
3

### Tour Themes

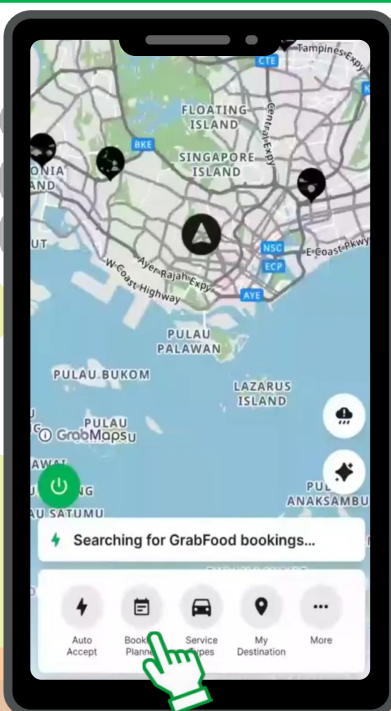
- Indicated in the GCT Sign-Up Form during onboarding

Send email to [grabservices@grab.com](mailto:grabservices@grab.com) to update Tour themes and language proficiency

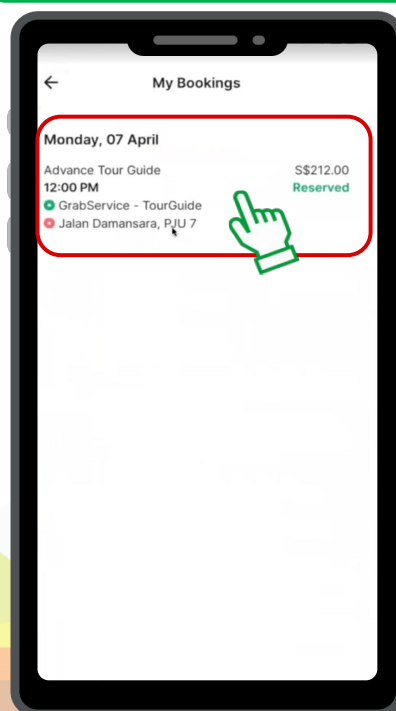
## 1) Receive notification for tour allocation



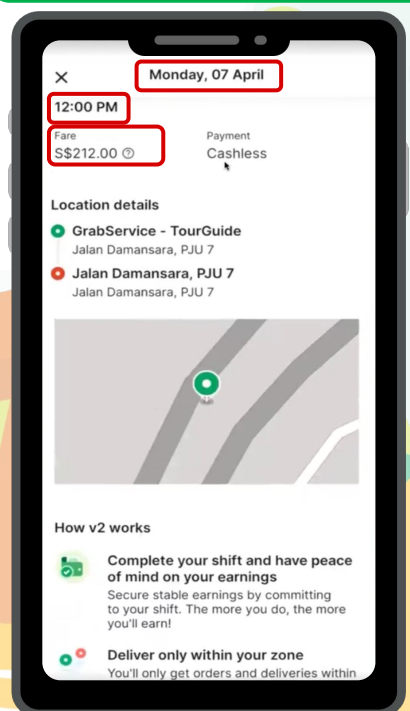
## 2) Tap 'Booking Planner' to view current bookings



## 3) Tap the booking to view details



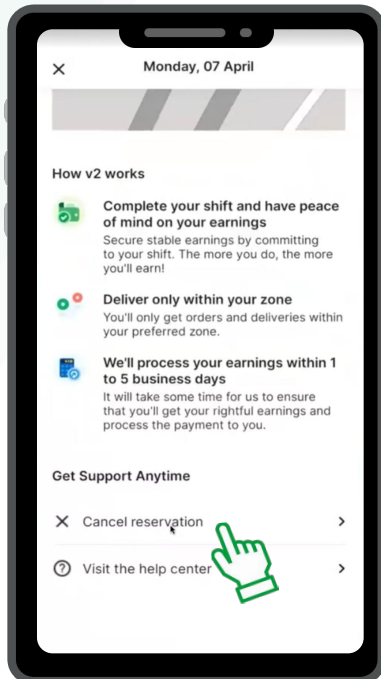
## 4) Review the Tour Details (Time, Date, Fee, Tour Name, Notes)



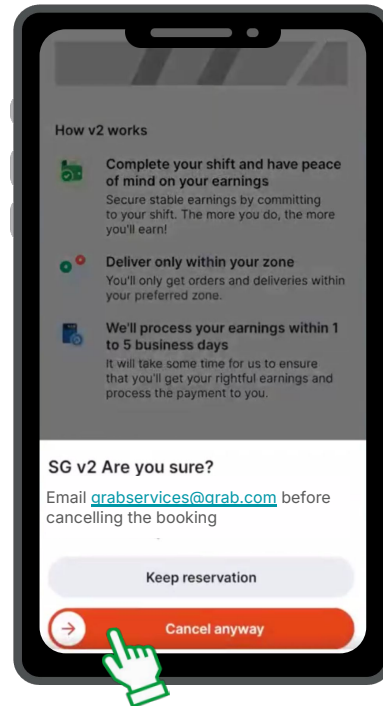
# Using the Grab App: Cancelling allocated Tour

**Important:** Once job is allocated, cancellation is not **permitted**. However if you need to cancel due to valid reasons (i.e. compassionate or medical grounds) please email [grabservices@grab.com](mailto:grabservices@grab.com) prior to cancelling so the Tour can be reassigned to another Tour Guide.

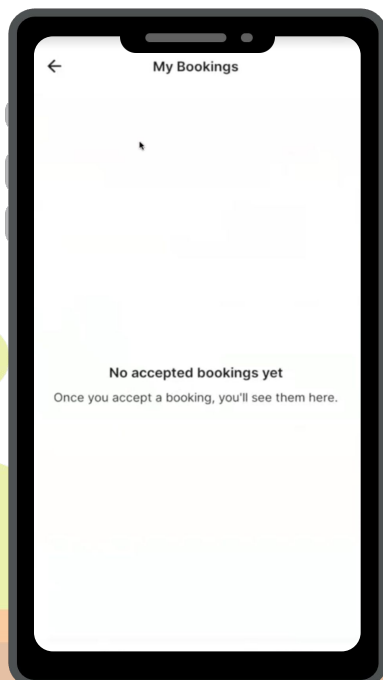
## 1) Tap 'Cancel Reservation'



## 2) Slide 'Cancel Anyway'



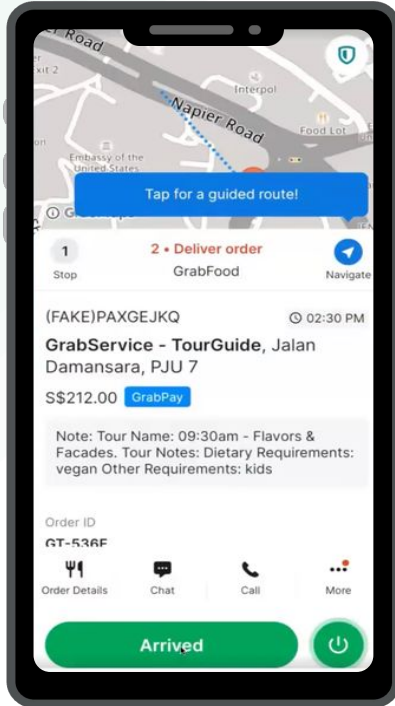
## 3) Tour booking will disappear in the page



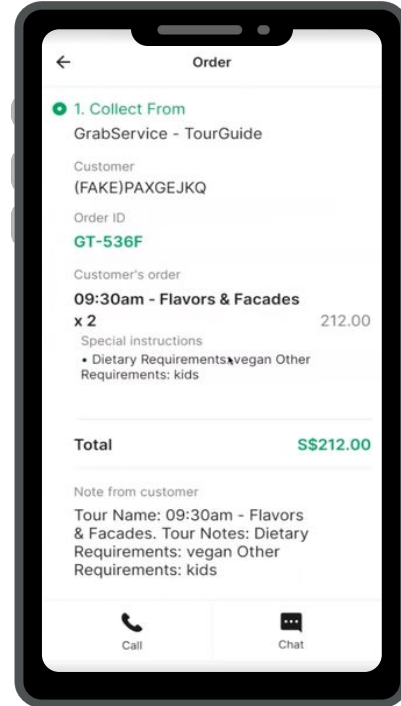
# Using the Grab App: Conducting the Tour (on the day)

**Important:** if you are Grab Driver or Delivery Partner, **toggle off the other service types** before going online to avoid receiving bookings before you start the tour

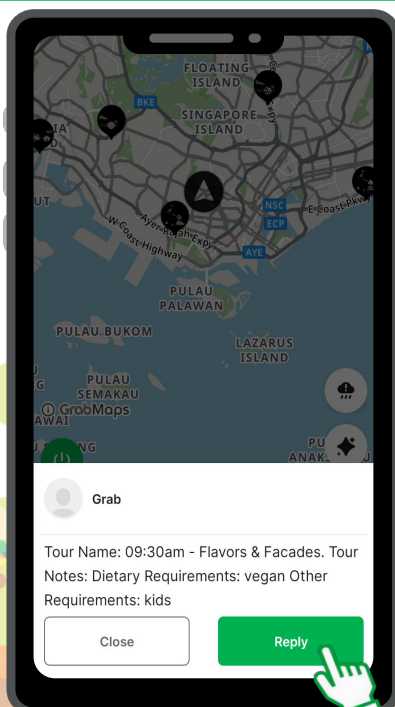
1) Click the Order Details to view the tour bookings



2) Review the tour details



3) Click 'Reply' to start chatting with tourists



4) Send messages to tourist using the Grab Chat

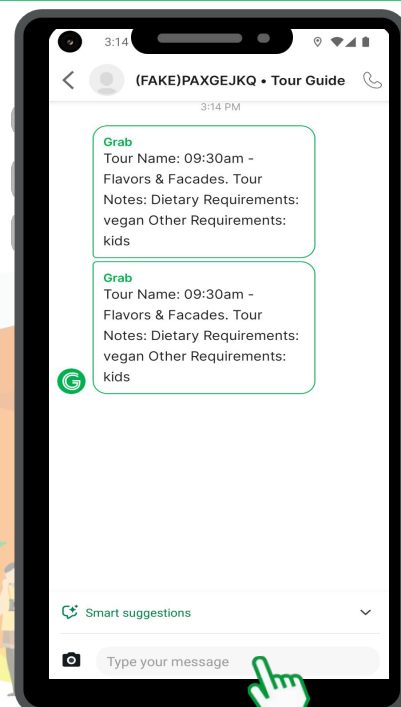


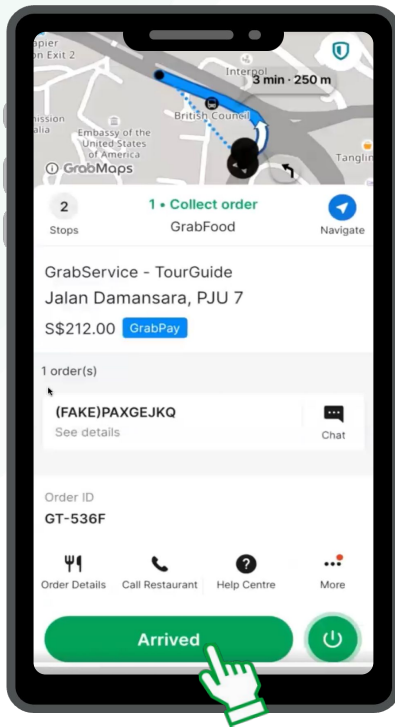


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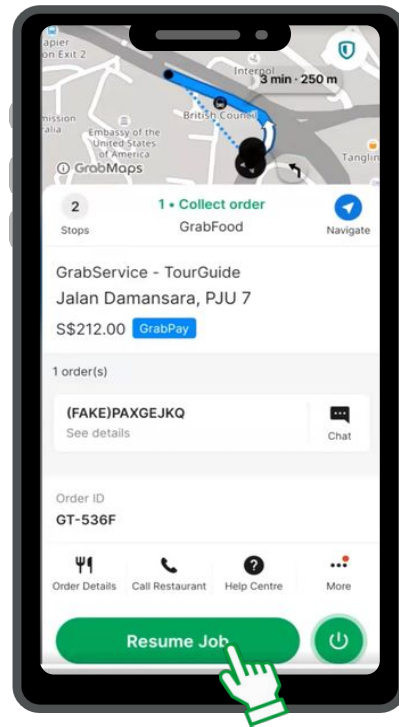
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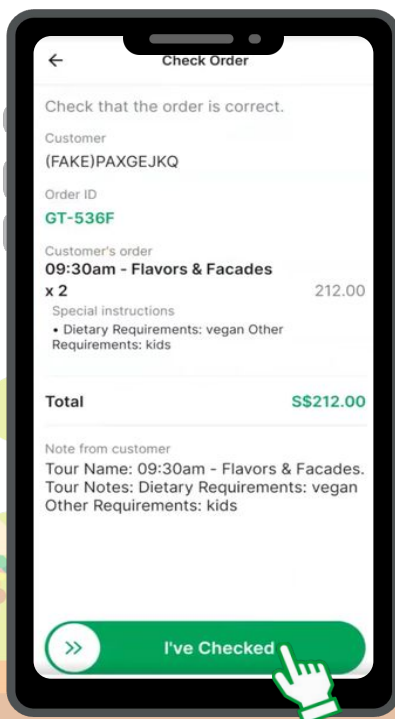
5) Tap 'Arrived' to start the tour



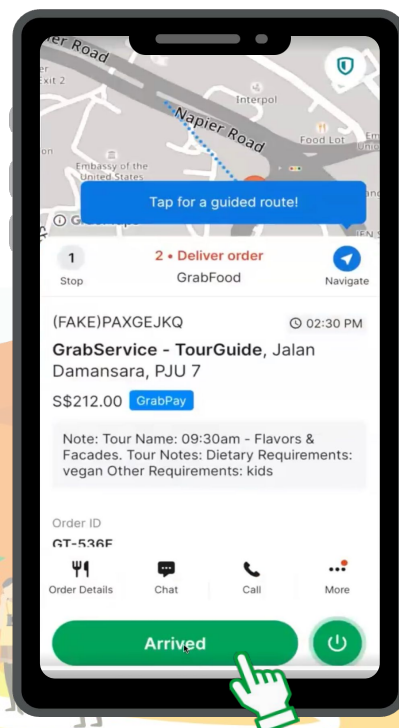
6) Tap 'Resume job'



7) Slide the bar with 'I've Checked'



8) Click 'Arrived' to Start

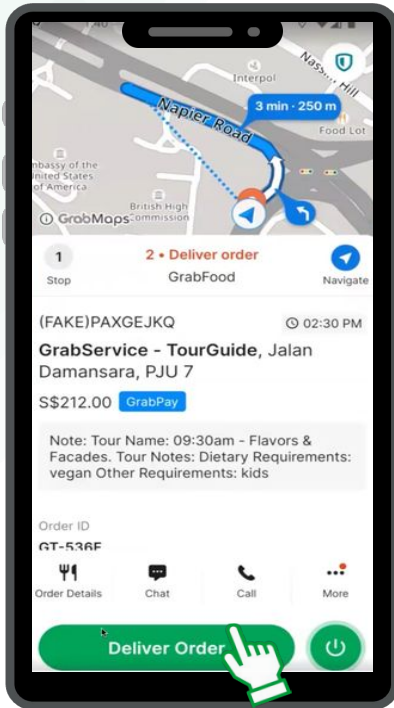


# Using the Grab App: Completing the Tour

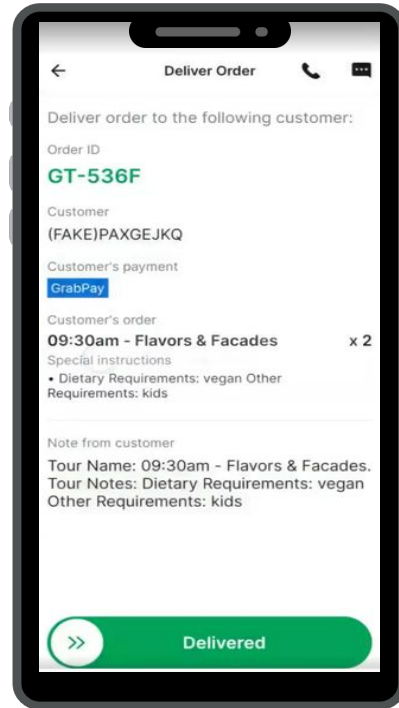


**Important:** Your feedback is important to us, Rate the tour and provide us your detailed feedback

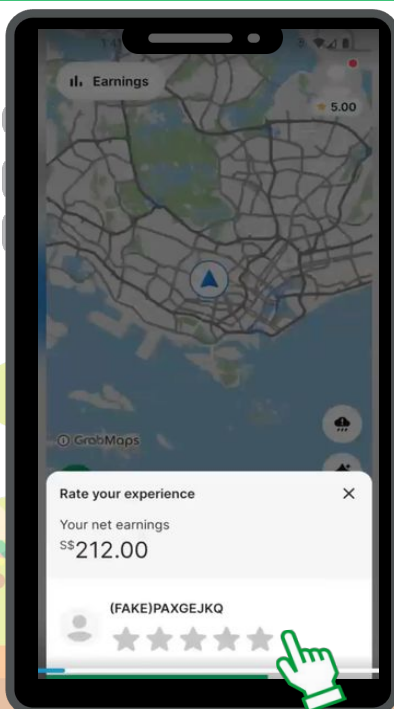
1) Click 'Deliver Order' to end the tour



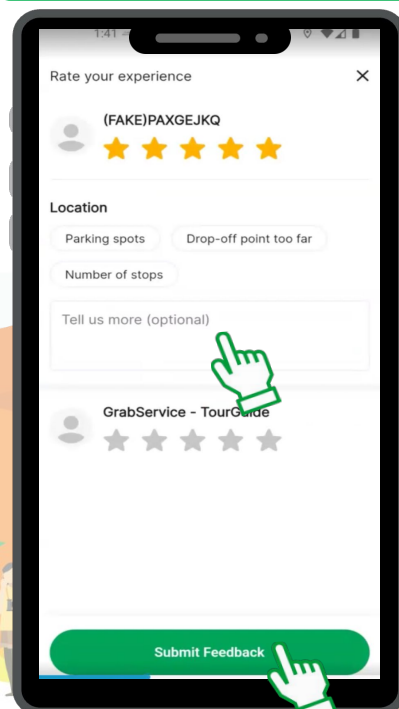
2) Slide the bar 'Delivered' to confirm completion



3) Rate the Tour



4) Submit Feedback



# Communications:

## How to Contact Grab and Tourist

### A. Grab and Tour Guide



- Booking allocations are received via the Grab App.



- Provide Feedback via the Grab App at the end of the Tour



- Tour Guide must send email to [grabservices@grab.com](mailto:grabservices@grab.com) for all inquiries



- Grab posts announcements via the whatsapp community channel

- Tour Guide to provide availability and time-off schedule via the Sling App

### B. Tour Guide and Tourist



Grab

- Tour Guide can communicate with Tourists via the Grab App chat once tour booking is allocated.



- Tour guides can communicate individually with tourists via WhatsApp if the Tourist provided the contact information

- **Do not create group chats with unrelated individuals.**

### C. Grab and Tourist

Grab

- Tourists book the tour via the Grab Chatbot and can communicate through the Grab App to raise any inquiries or concerns

- Feedbacks about the Tour are provided via the Grab App



- Tourists to send email to [grabservices@grab.com](mailto:grabservices@grab.com) for all inquiries and concerns post tour

# Communications:

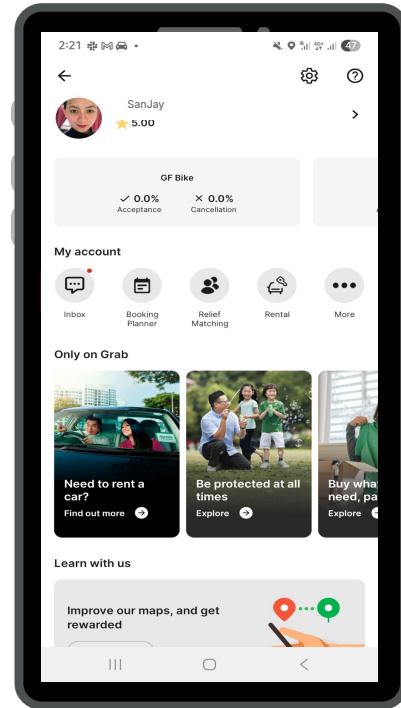
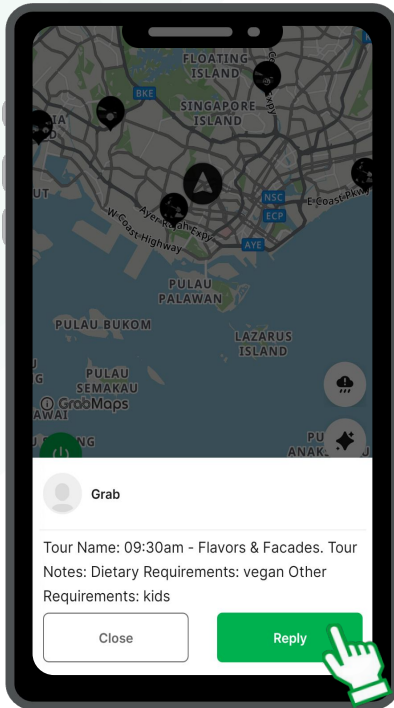
## Chats with the Tourist

**Important:** Keep the conversation in the GrabChat. Do not create group chats with unrelated individuals in other communication methods.

1) Click 'Reply' to start chatting with tourists when you receive the notification

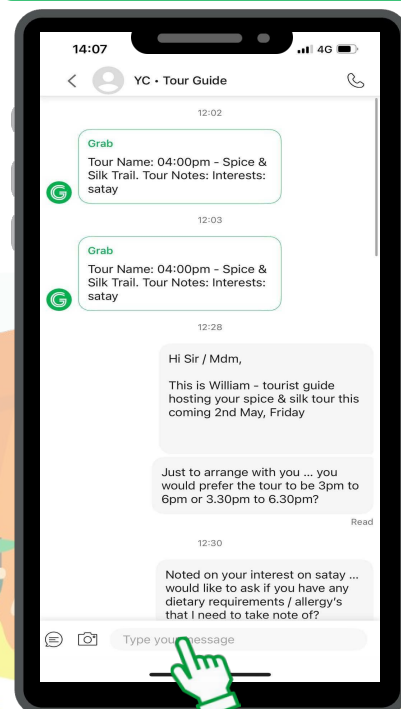
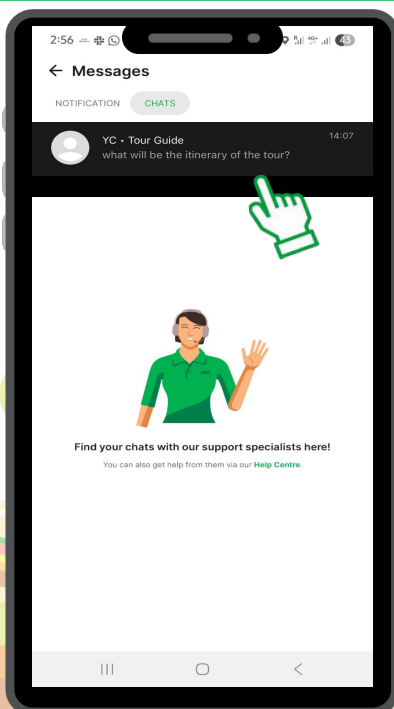
or

2) Access your Chats in your Profile > Inbox



3) Tap the conversation with the tourist

4) Chat with the Tourist

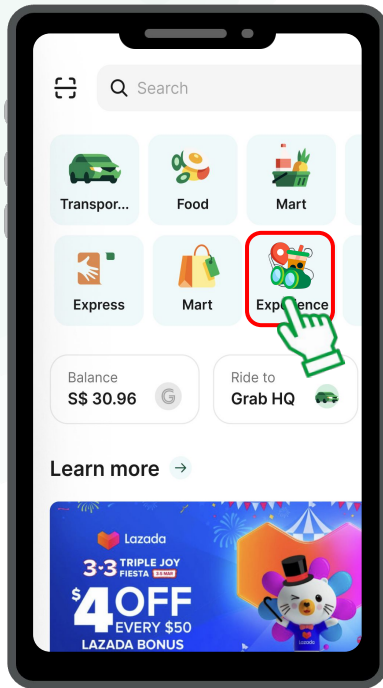


# Using the Grab App: How Tourists book a Tour

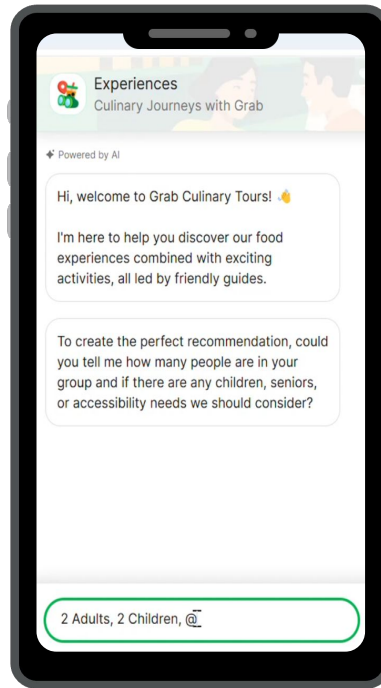


**Important:** Tourists can book a tour using Grab Super App via the Experience Tile in the homepage. Bookings are paid upfront in the app and **Tour Guide should not collect Tour Fee during or after the tour.**

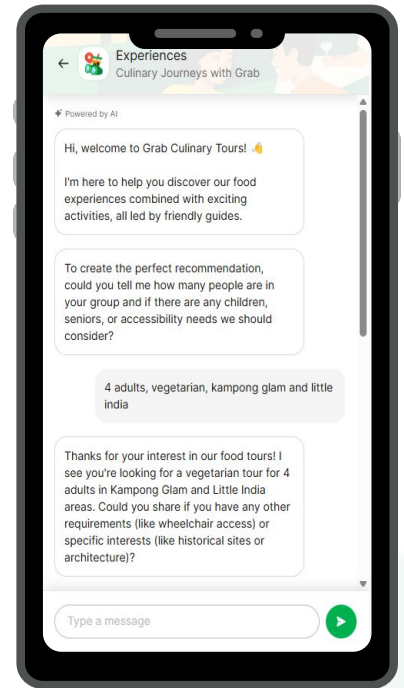
1) Tap 'Experience' in Grab App homepage



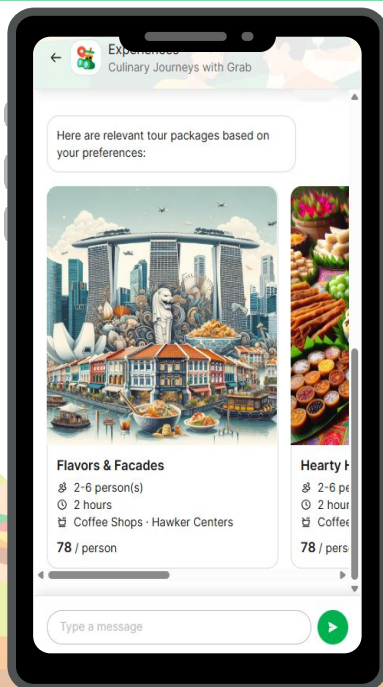
2) Chat AI Bot prompts questions to capture tour preferences



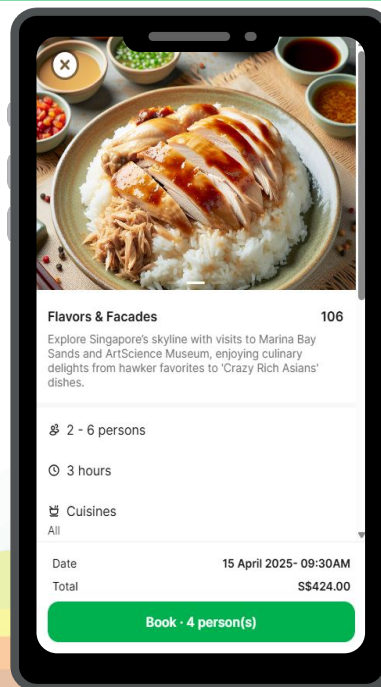
3) Tourist provides details of tour preferences based on AI prompts



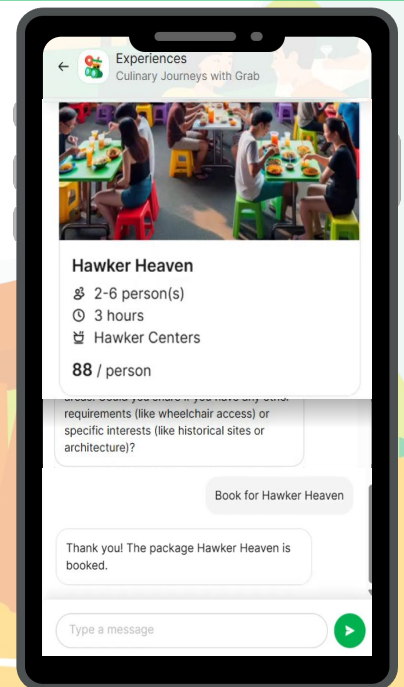
4) Chat AI Bot recommends based on the information



5) Choose a tour and book based on number of persons in the group



6) Receive confirmation of the tour booking placed



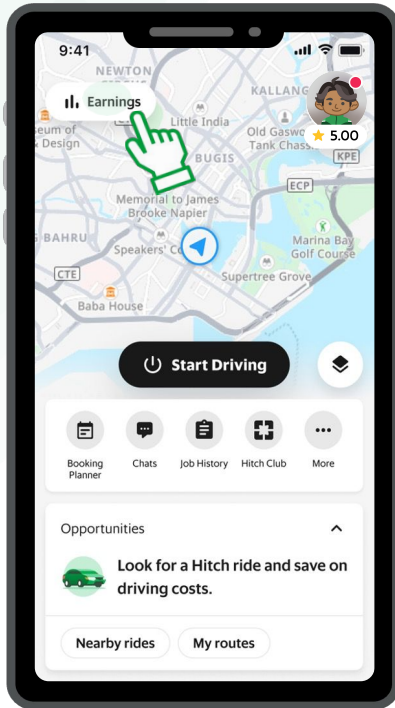
# Payments & Earnings: Setting up Bank Account



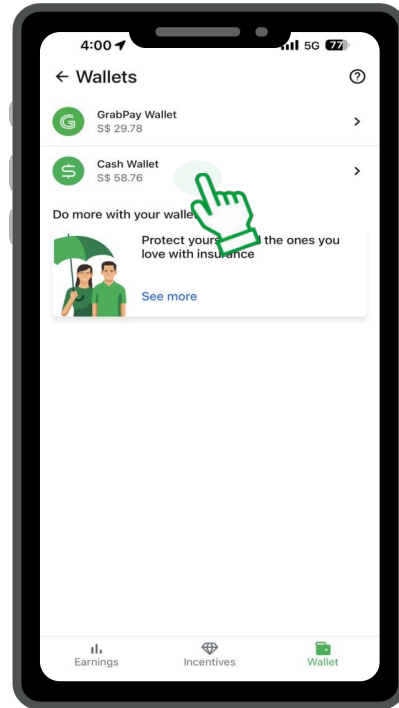
Table of contents

**Important:** Please ensure that you are the owner of the valid bank account information to receive your cashout instantly without hassle.

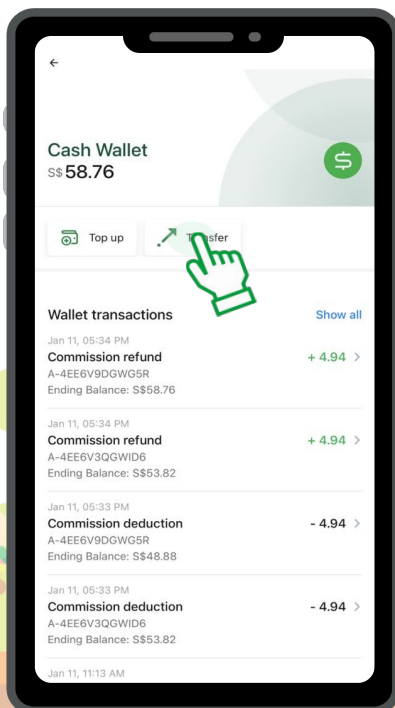
1) Tap on 'Earnings'



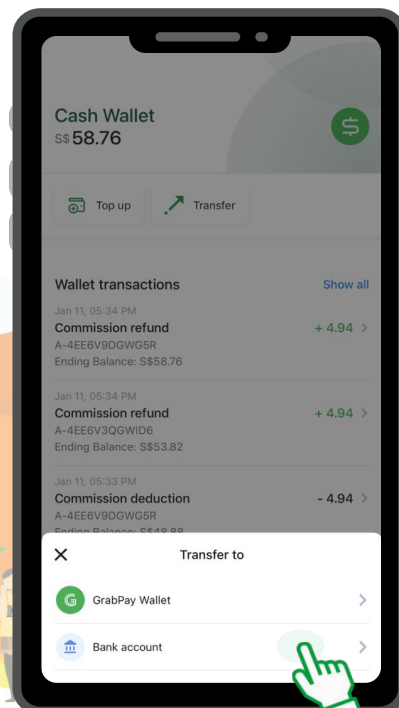
2) Tap on 'Cash Wallet'



3) Tap on 'Transfer'



4) Tap on 'Bank Account'



# Payments & Earnings:

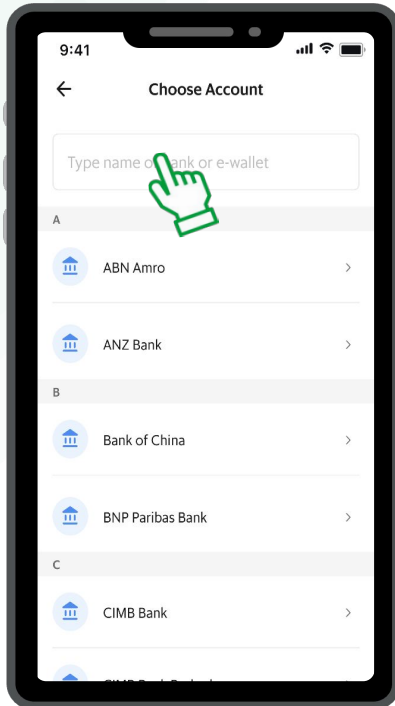
## Setting up Bank Account



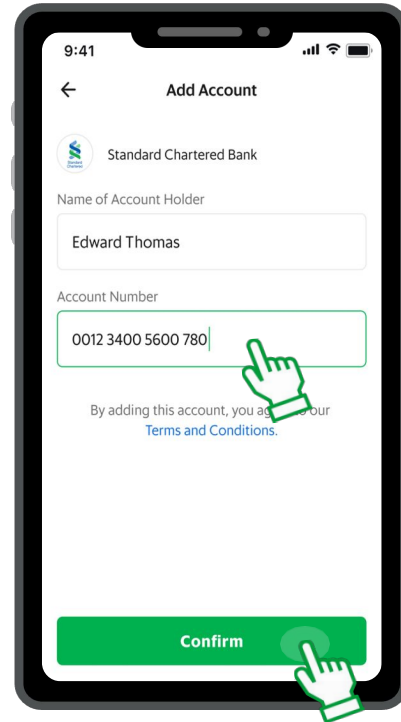
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**Important:** Please ensure that you are the owner of the valid bank account information to receive your cashout instantly without hassle.

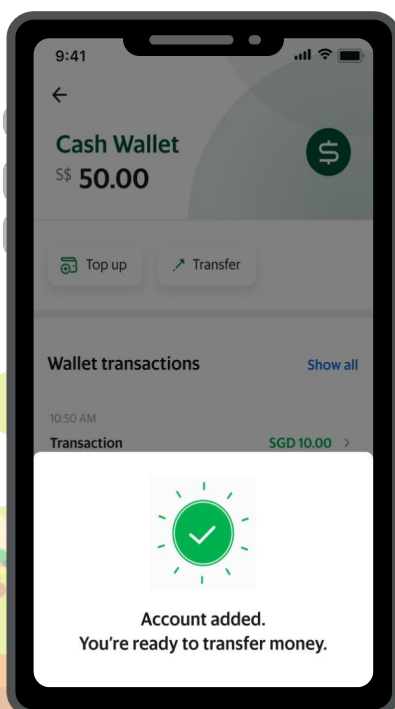
5) Key in bank details



6) Tap 'Confirm' once account details have been added



7) There will be a pop up once account have been added



# Payments & Earnings:

## Cashout your earnings



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CASH OUT IS NOW **INSTANT**



CASH OUT YOUR  
PAYMENT **INSTANTLY**

TODAY



Cash out \$50 - \$5,000  
from your GrabPay Wallet.

TODAY



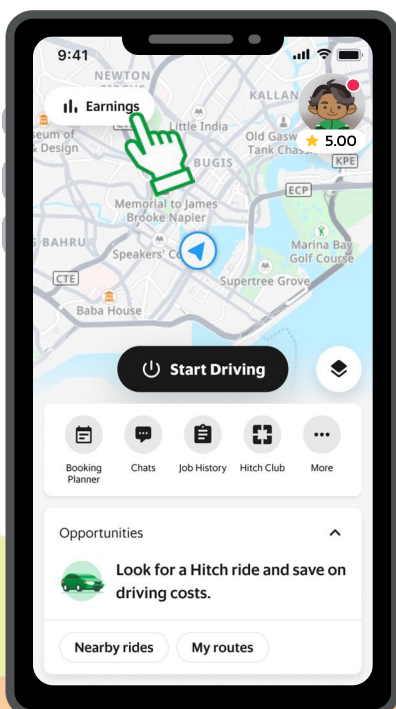
Receive your payment  
**INSTANTLY**

## HOW DOES IT WORK?

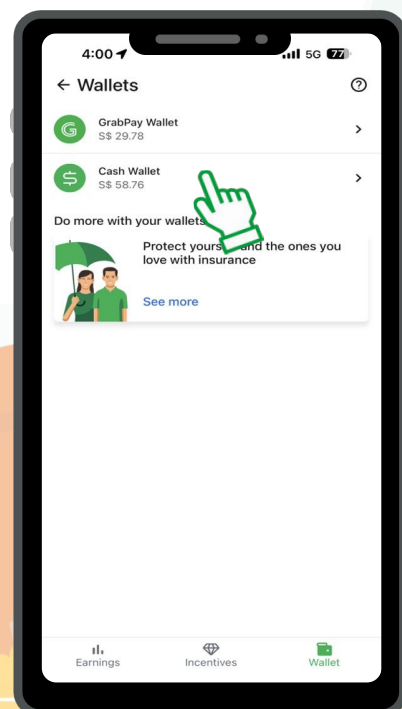
### Receive your cash out Anytime! Instantly!

- Maximum 2 cash out requests per day
- Minimum cash out: \$50
- Maximum cash out: \$8,000
- Cash out amount >\$8,000 will require up to 3 working days to process (Not Instant)
- TOTAL DAILY Limit: \$8,000 per day
- Applicable to ALL MAJOR Singapore banks
- Inaccuracies of personal particulars and/or bank account details, may result in payment delays

1) Tap on 'Earnings'



2) Tap on 'Cash Wallet'



# Payments & Earnings:

## Cashout your earnings

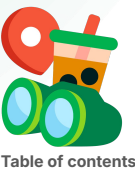
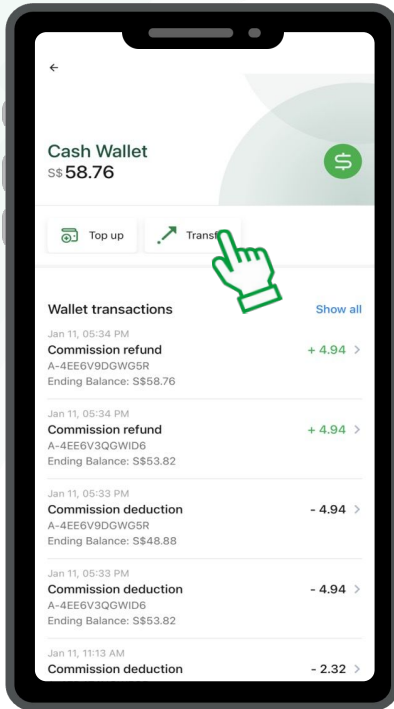
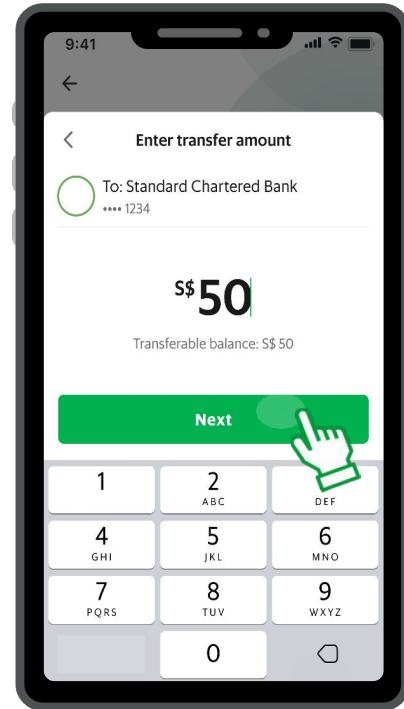


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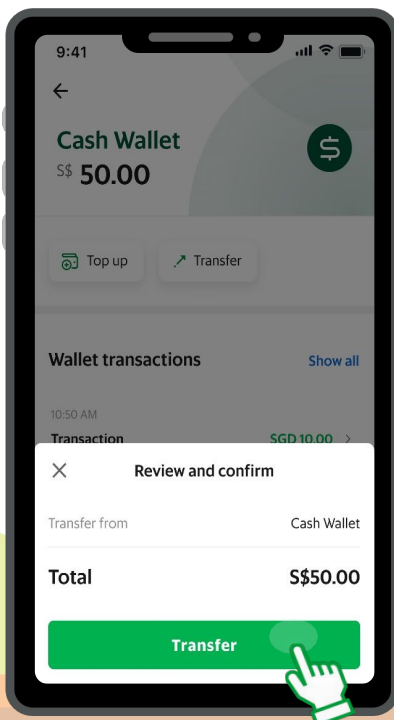
3) Tap on 'Transfer'



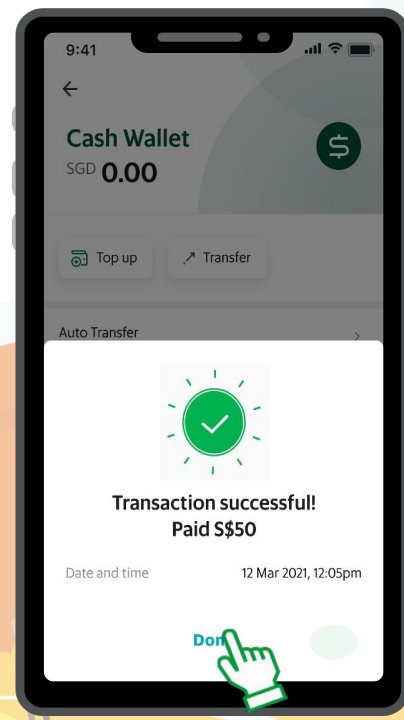
4) Minimum cash out amount is \$50. Tap 'Next'



5) Tap on 'Transfer'



6) Tap on 'Done'



# Payments & Earnings: View Transaction History

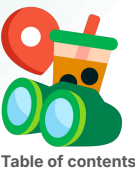
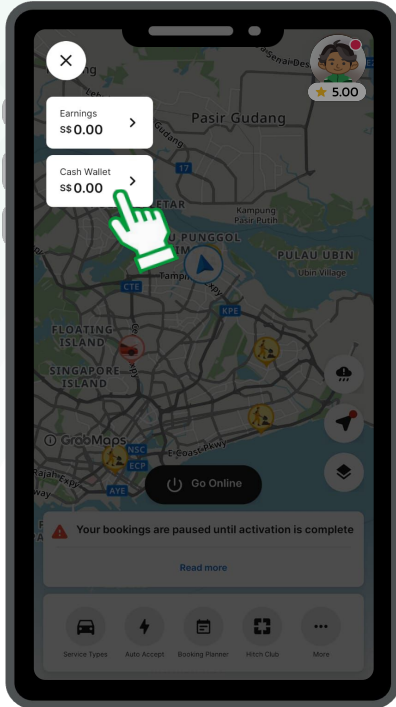
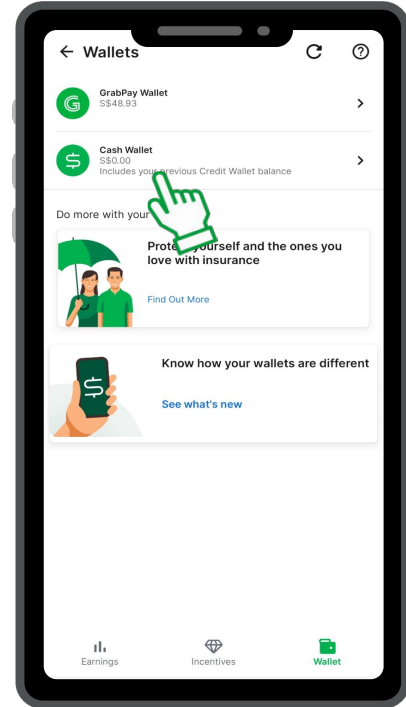


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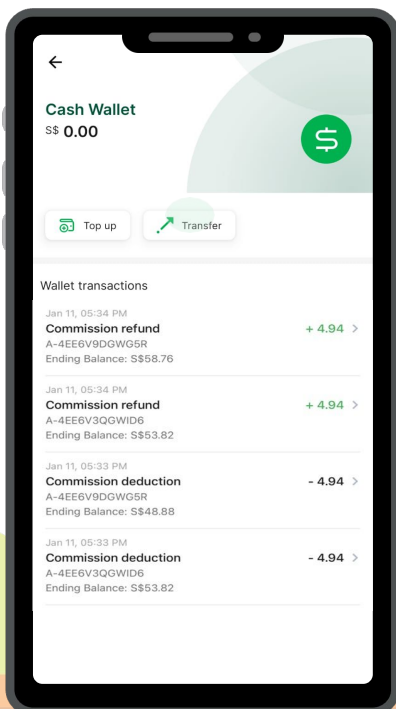
1) Tap 'Cash Wallet'



2) Tap 'Cash Wallet'



3) View Bookings completed and amount received



# Payments & Earnings:

## View Statement of Account

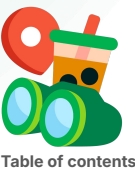
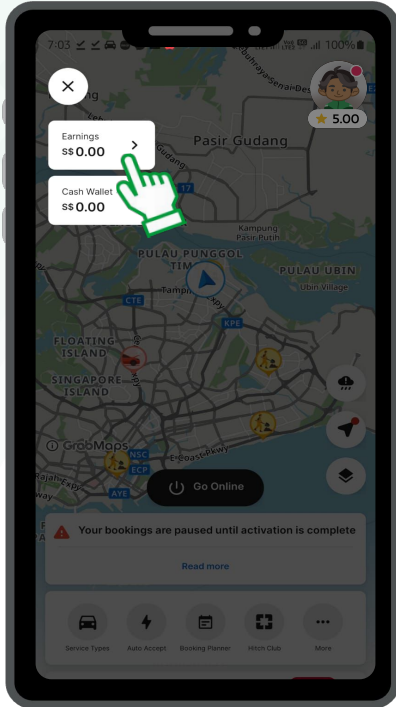
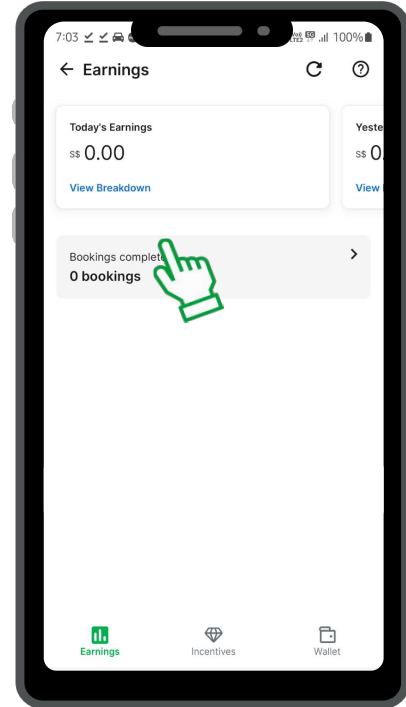


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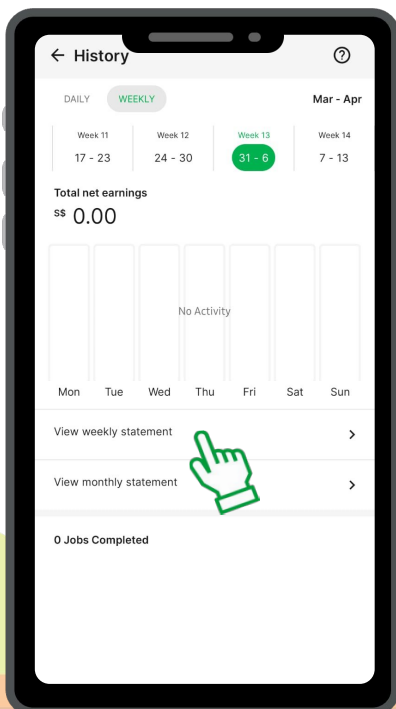
1) Tap 'Earnings'



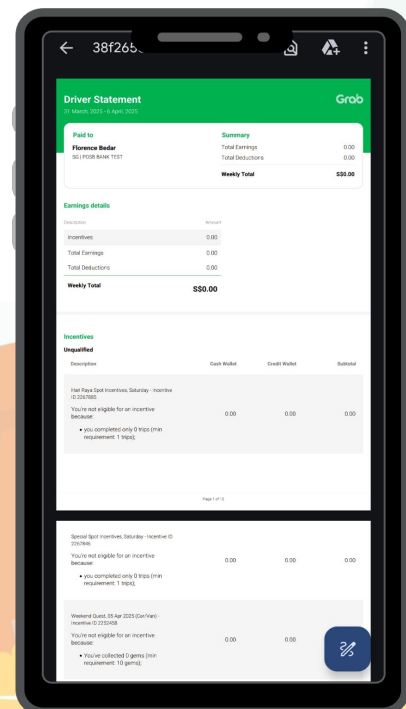
2) Tap 'Bookings Completed'



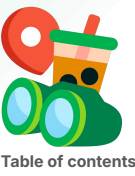
3) Tap 'View Weekly Statement'



4) View/Download PDF

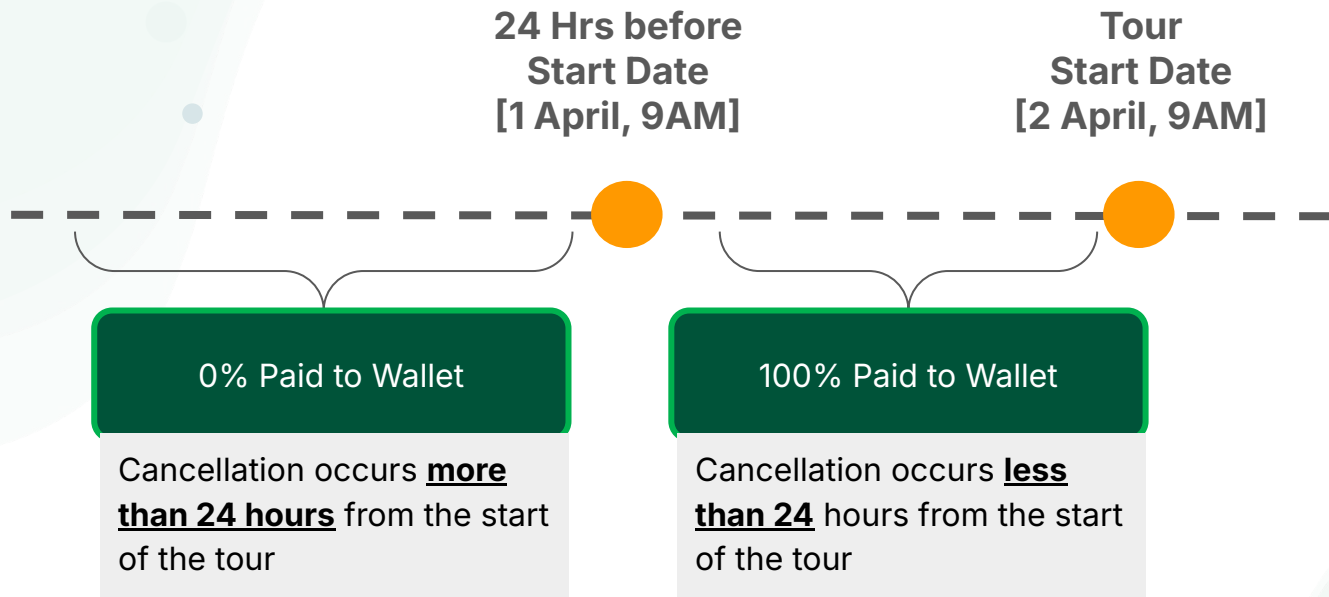


# Payments & Earnings: Compensation & Tips Handling



## A. Compensations for Cancellation

You will be compensated for last-minute cancellations made by tourists with less than 24 hours' notice.



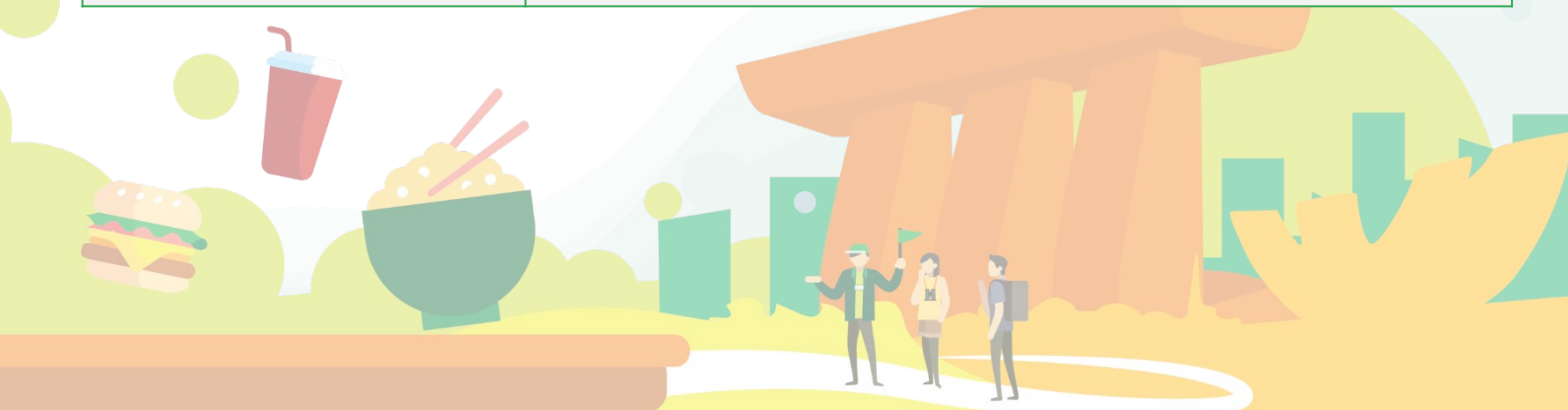
## B. Tips Handling

1. You are welcome to accept tips offered by tourists.
2. Payment of tips **will not** be processed through the Grab App in the pilot phase.
3. Tourists may make tips payment directly to you.

# FAQ:

## Onboarding Process

Questions	Answers
How do I become a Grab Tour Guide?	You'll receive a direct invitation to join the Grab Culinary Tours and complete the onboarding process.
What documents do I need to submit during onboarding?	You'll need to submit a copy of the following documents: <ol style="list-style-type: none"> <li>1. NRIC</li> <li>2. Profile Photo</li> <li>3. Tourist Guide License</li> <li>4. Emergency Contact Information</li> </ol>
Where can i get the Grab Culinary Tours Handbook?	You will receive a Grab Tour Guide Handbook as part of your onboarding in the Grab Driver App.
Why do I need to download the Grab Driver App?	As a Grab Tour Guide, you'll use the Grab Driver App for the following: <ol style="list-style-type: none"> <li>1. Onboard and submit documents</li> <li>2. Receive tour booking allocations</li> <li>3. Receive payment of Tour Fees via the Grab Driver Wallet</li> <li>4. Chat with Tourists (activated 30 mins before tour starts)</li> <li>5. View your transactions and statement of account</li> </ol>
Am I expected to create my own tour itinerary?	Yes, you are expected to design and conduct your tours based on the tour themes assigned before the tour.
Do i have to submit itinerary tours?	You are required to create sample itinerary tour during onboarding process. However, you can customize the actual itinerary based on the type of tours allocated to you.
Can i create itinerary that is not based on the tour themes?	No. Grab has predefined Culinary Tour Themes and Tour Guide are expected to create itinerary based on it.





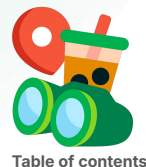
# FAQ:

## Accepting & Completing a Tour

Questions	Answers
What factors are considered when matching me with a tour?	Matching considers your language expertise, type of tours and availability
How will I know if I have been allocated a job?	Tours are automatically allocated to you based on the type of Tour Themes you selected during onboarding process. <b><u>You do not have to manually accept the allocation.</u></b> Please ensure that your app notifications are enabled to avoid missing any potential job opportunities.
Can I cancel a tour allocated to me?	Cancellations of Tour assigned to you is <b><u>not permitted.</u></b> However, If you need to cancel for valid reasons, such as compassionate or medical grounds, please email <a href="mailto:grabservices@grab.com">grabservices@grab.com</a> before cancelling in the booking planner to ensure Tour is allocated to another Tour Guide.
I am a Grab Driver/Delivery Partner too, can i receive booking when i have a tour?	Please ensure you <b><u>toggle off all your service types except the Grab Culinary Tours at least 1 hour before the tour starts</u></b> to ensure you do not receive other bookings that will conflict with your tour assignment.
Does Grab provide insurance coverage while conducting the tour?	Yes, Tour Guides who <b><u>successfully onboard onto the Grab Platform</u></b> are <b><u>automatically enrolled</u></b> and covered under the Grab's Group Personal Accident (GPA) Insurance Policy <b><u>while performing Culinary Tour duties</u></b> on the platform at no additional cost.
What is the process for completing a job?	Please indicate in the Grab Driver App once you have completed the job. Provide Feedback after end of every tour.
How will I communicate with tourists before the tour?	Use Whatsapp to communicate to the tourist who book the tour before 30 mins of Tour start. <b><u>Do not create Groupchat with unrelated Tourists.</u></b> Grab In-App Chat is activated within 30 mins before the start of the tour.
How can I provide feedback for my tour experience on the Grab Platform?	Your feedback is valuable and helps us improve the quality of our services. You can submit your feedback rating and providing details at the end of every tour when completing the Tour booking.

# FAQ:

## Payments & Earnings



Questions	Answers
What is Tour Guide Fee?	Tour Guide Fee is your payment for conducting the tour, which may include some allowances to be used for food/ticket purchases during the tour.
How is Tour Guide Fee computed?	Tour Charge less Food allowance and Grab Service Fee
How will I be paid for my tours?	Payments will be processed through the Grab Driver App and deposited into your Grab Driver App wallet.
How long will it take before the Tour Guide Fee is credited into my Grab Driver App wallet?	Your Tour Guide Fee will be credited into your Grab Driver App wallet after the end of the tour once you indicated in the App that tour has been delivered and feedback has been submitted.
How do I withdraw my earnings?	You can withdraw your earnings from the Grab Driver App wallet to your bank account or GrabPay wallet (if applicable). Please ensure that you have provided a valid and correct bank account or have successfully linked your GrabPay wallet to receive your earnings
How long will it take before the money is transferred from the Grab Driver App wallet to my bank account?	Transfer of funds will be immediate. However, please note that there will be a minimum transfer amount of \$50 per transaction, with a maximum of 2 transactions per day. Transfer of amounts above \$8000 may incur additional checks which may delay your transaction.
What happens if a tourist cancels a booking?	You will be compensated for last-minute cancellations made by tourists with less than 24 hours' notice. 1. <b>100%</b> of the Tour Guide fee will be paid to you if cancellation occurs <b>less than 24 hours</b> from the start of the tour 2. <b>0%</b> of the Tour Guide fee will be paid to you if cancellation occurs <b>more than 24 hours</b> from the start of the tour
How do I handle tips from tourists?	You are welcome to accept tips offered by tourists. Please note that <b>payment of tips will not be processed through the Grab Driver App</b> in the pilot phase. Tourists may make tips payment directly to you.
Where can i access my statement of earnings?	You can access your statement of earnings in your Grab Driver App under the Earnings Section. You may refer to the Grab Culinary Tours Handbook for more information

# FAQ:

## Handling Difficult Situations

Questions	Answers
Who do I contact if I have questions or need support?	You may contact Grab via email through <a href="mailto:grabservices@grab.com">grabservices@grab.com</a>
What should I do in case of a medical emergency during a tour?	Assess the situation, ensure safety, provide assistance, contact emergency services (995 or 999), and report the incident to the Grab Team.
What if a tourist has dietary restrictions or allergies?	Before the tour, review the tourist's information to identify any dietary restrictions or allergies. During the tour, be mindful of these restrictions and ensure that the food options available are suitable for all guests
What if a tourist loses their belongings during the tour?	Reassure the tourist, help retrace steps, check with recent locations. If not found, advise filing a police report and inform the Grab Team.
What regulatory requirements do I need to be aware of?	You need to maintain a valid STB license, adhere to food hygiene standards, maintain adequate insurance, and comply with data protection regulations.
What if I encounter a difficult or demanding tourist?	Remain calm, polite, and professional. Listen to their concerns and try to find a reasonable solution. Contact the Grab Team via <a href="mailto:grabservices@grab.com">grabservices@grab.com</a> for assistance if the situation escalates.

