

09/10 BASIC SINGAPORE STOPOVER HOLIDAY (BSSH) PROGRAMME DETAILS

1. VALIDITY

01 Apr 2009 to 31 Mar 2010

2. FEATURES

The Basic Singapore Stopover Holiday (BSSH) features the following: -

- Hotel Accommodation for one night at hotel in applicable price category
- Airport-Hotel-Airport on seat -in-coach basis*
*surcharge applies for transfers using private car or specially fitted vehicles for wheelchair
- Discounts on shopping, dining, sightseeing tours and attractions as listed in SIA Boarding Pass Privileges program

3. HOTELS

The lineup of 34 hotels is as follows:

Category / number of hotels	Hotels
Cat A (2)	Hotel Re! @ Pearl's Hill ** , Paramount Hotel**
Cat B (7)	Allson Hotel, Copthorne Orchid Hotel, Hotel Ibis** , Hotel Royal, Link Hotel, Peninsula Excelsior, Hotel Royal @ Queens
Cat C (4)	Furama RiverFront, Gallery Hotel, Hotel Miramar, River View Hotel
Cat D (10)	Amara Singapore, Carlton Hotel Singapore, Concorde Hotel** , Grand Copthorne Waterfront, Grand Plaza Park Hotel City Hall, Park Hotel Clarke Quay** , Parkroyal on Beach Road, Rendezvous Hotel Singapore, Traders Hotel, York Hotel
Cat E (8)	Amara Sanctuary Resort Sentosa, Crown Plaza Changi Airport** , Hilton Singapore, Marina Mandarin, Meritus Mandarin, Pan Pacific Orchard** , The Regent Singapore, Swissotel The Stamford
Cat F (3)	The Ritz-Carlton Millenia Singapore, The Sentosa Resort & Spa, Shangri-la Hotel Singapore

** new entrant

Note : Hotels in **Cat B – F** are upgraded to next higher category from 2009/10 due to the inclusion of a new category for Hotel Re! @ Pearl's Hill and Paramount Hotel. The Beach category has been removed.

4. PRICE

PRICE PER PERSON IN SGD

Hotel category	First Night S\$		Additional Night S\$	
	Twin-share	Single	Twin-share	Single
A	63	119	70	125
B	79	146	85	152
C	94	177	100	183
D	126	239	132	245
E	148	284	154	290
F	188	363	194	369

- Note :** 1) Valid from 1April 2009 till 31March 2010 and are applicable for overlap booking from 31Mar 2010 till 6 April 2010.
 2) Exclude daily breakfast.
 3) Not applicable for F1 season from 24-28 Sep 2009.
 4) Prices may be subject to relevant service charge and government taxes, or currency fluctuation and may change without prior notice

ADD-ON CHARGES

The following requests should be prepaid and pre-arranged before arrival in Singapore :

Private vehicle transfer	Surcharge of SGD82 per vehicle per way
Specially fitted vehicle with ramp access for wheel-chair bound passengers	Surcharge of SGD135 per vehicle per way
Early check-in before 12noon	One night based on additional night rate
Late check-out till 6pm	50% of additional night rate
Late check-out beyond 6pm	One night based on additional night rate

Note : Surcharges for private and wheelchair transfers are non-commissionable.

5. SIA Boarding Pass Privileges (BPP) discount offers

Within 7 days of arrival, BSSH passengers can present their boarding passes to enjoy discounts on shopping, dining & entertainment, tourist attractions and transport services offered in the SIA Boarding Pass Privileges programme. The details are appended in Annex A.

6. ACCOMMODATION

Most hotels have standard amenities in their rooms as well as a variety of recreational and Food & Beverage outlets.

Please note the similarities in names for the following hotels:

- Carlton Hotel Singapore & The Ritz-Carlton Millenia Singapore
- Furama RiverFront & Furama City Centre
- Hotel Royal & Hotel Royal @ Queens
- Meritus Mandarin & Marina Mandarin

To avoid confusion and mishandling, kindly state clearly the choice of hotel by spelling out the hotel name in full. Please ensure passengers are clearly informed of the hotel that they should check into.

7.1 Room Allocation

Run-of-house policy means that standard rooms upwards will be provided for all categories of hotels.

7.2 Length of Stay

Passengers must be briefed that the usual hotel check-in time varies between 12 noon or 3pm for some hotels and the usual check-out time is before 12 noon. The BSSH package prices do not guarantee early check-in or late check-out. If passenger's arrival is in the early hours of the morning, they should be advised to book the room to cover the night prior to arrival so that they are able to check in immediately on arrival at the hotel. Otherwise, they may have to wait till 12 noon before they can be checked-in.

If passenger's departure is in the evening and should they wish to keep their rooms till departure time, they should be advised to book their accommodation to cover the extra night. The voucher must reflect the duration of stay and the correct rates. IN & OUT dates must always correspond with the number of nights booked.

7.3 Room Type / Child Policy

Room Type To Book	Passenger Type and Numbers Sharing ONE Room	
	Adult	Child (between 2 and 12 years old)
SINGLE	1 Person	N.A.
TWIN	<p>2 People</p> <p>If a passenger holding an MCO indicating twin sharing and arrives alone, he/she will have to pay the difference for a single room.</p>	<p>1 Child, 1 Adult: 1A1C The child shares a twin room with an adult and pays the adult twin-sharing price.</p> <p>2 Children: 2C 2 children occupying a twin room. Each child pays the adult twin-sharing price.</p> <p>1 Adult, 2 Children: 1A2C 2 children share a twin room with an adult. The first child pays adult twin-sharing price while the second gets a 50% discount with a roll-away bed provided. - Indicate PLUS 1CXB in free format field.</p> <p>2 Adult, 1 Children: 2A1C The child shares a twin room with 2 adults and pays a 50% discount on the adult twin-sharing rate with a roll-away bed provided. - Indicate PLUS 1CXB in free format field.</p> <p>2 Adult, 2 Children: 2A2C 2 children share a twin room with 2 adults and both children get a 50% discount on the adult twin-sharing rate. Only 1 roll-away bed provided for the first child and second child will share existing bedding. - Indicate PLUS 1CXB 1CNB in free format field.</p>
TRIPLE	<p>3 People</p> <p>The third adult pays the twin-sharing price and will be provided with a roll-away bed.</p>	N.A.

NOTE : For child bookings, please **DO NOT** book as triple-sharing. It should be booked as TWINB room and 1CXB or 1CXB/CNB indicated in the free format text field. Please also note that hotels without triple-share rooms are not applicable for 2A1C.
 CXB refers to child with one extra bed
 CNB refers to child with no bed

7.4 Room Occupancy

A maximum of 3 adults are permitted to share a room. However due to the relatively small room size and limitation of extra beds, the following hotels **do not** offer triple rooms for **3A, 2A1C & 2A2C** :

- Hotel Re! @ Pearl's Hill
- Hotel Ibis
- Gallery Hotel
- Link Hotel
- Grand Plaza Park Hotel City Hall
- Park Hotel @ Clarke Quay
- Rendezvous Hotel Singapore
- Shangri-la Hotel Singapore

Generally, hotels in Singapore do not have Quad rooms, although few have 2 double beds or rooms of good size to accommodate 2adults and 2children in a room. Therefore it is advisable to reserve 2 rooms for family size of 2A2C.

8. SIA SINGAPORE STOPOVER COUNTER & TRANSFERS

The SIA Stopover counters are located after belt 38 (in Terminal 2) and after belt 41 (in Terminal 3), near to the coach-bays. Signage bearing the words "SIA Stopover Holiday" are installed at the arrival area to direct passengers to the location. A copy of the location map can be found on the 2009/10 Singapore Stopover brochures.

8.1 Transfer Airport to Hotel

Transfers are provided in mini-buses or coaches for arrival and departure on seat-in-coach basis. When arriving Singapore, passengers are required to proceed to the SIA Stopover Holiday counter to secure their transfers. All BSSH passengers will receive computer printed passes for two-way transfers.

8.2 Transfer Hotel to Airport

Passengers waiting for transfers to the airport are encouraged to inform the hotel Concierge of their wait. This will help the driver on duty to locate passengers at the hotel lobby.

Passengers staying in Singapore for less than 24hours will have their return transfers (hotel to airport) automatically arranged by the SIA Singapore Stopover Holiday counter staff at the airport.

Passengers staying in SIN for more than 24hours may arrange their departure transfer at the SIA Stopover Holiday Counter on arrival or communicate with the ground operator at least 24 hours prior to departure pick-up time to arrange the transfer. .

8.3 Private Transfers

Private transfers between airport-hotel-airport (return trip) can be offered to BSSH passengers at a surcharge of **SGD82** non-commissionable (per vehicle up to maximum of **4persons**). This exclusive transfer with "meet & greet" service is strongly recommended for passengers (especially P and J class passengers) who may not be comfortable with seat-in-coach transfer. Average waiting time for seat-in-coach transfer is 15 to 20 minutes.

Passengers with private transfers will be met at hotel's lobby for departure transfer pick-up. They should wait at the lobby at least 5mins before the arranged pick-up time.

Should there be any cancellation within 48 hours of arrival or "no-show", the full private transfer surcharge will be applied.

NOTE: [Combi is provided for private transfers \(please do not commit private car\)](#)

10. HANDICAPPED OR PASSENGERS REQUIRING PHYSICAL ASSISTANCE

Bookings for handicapped and MEDA cases should be on request basis in advance. This is to ensure that passengers will not be mishandled.

A handicapped passenger with wheelchair (either motorised or non-motorised) cannot be transported by our usual coach. Separate arrangement has to be made. For passengers who are physically immobile, they can book a vehicle with ramp access at a surcharge of **SGD135** non-commissionable per vehicle (roundtrip). Request for such vehicles **MUST** be made in advance.

Passengers arriving SIN without making arrangement will have to pay the surcharge equivalent in SGD directly to the ground operator.

Most Singapore hotels do not have rooms for the handicap. **Therefore handicap-room requires prior reservation and bookings must be on request basis.** The rooms through system inventory are for normal rooms only.

For an immobile passenger travelling with a trained nurse/able bodied companion, stations must be sure that the trained nurse/able bodied companion could transfer the immobile passenger to the vehicle without assistance from our driver or tour guide who will be preoccupied with servicing other passengers

11. CONDITIONS OF SALE

11.1 The Basic Singapore Stopover Holiday 2009-2010 package is only available to passengers travelling on Singapore Airlines Limited (SIA) and SilkAir (Singapore) Private Limited (SLK) flights except:

- Unaccompanied children below 16 years of age
- Passengers travelling on rebated discounted industry travel and or free air tickets.

11.2 The package is for passengers stopping over in Singapore en-route to their final destination. All flights into and out of Singapore must be on SIA or SLK.

11.3 The Basic Singapore Stopover Holiday 2009-2010 package is not sold in Singapore. Restrictions on sale of Singapore Stopover 2009-2010 may apply in some countries.

11.4 Bookings for the package must be made at the same time as the purchase of the air tickets.

11.5 There is no KrisFlyer mileage accrual for hotel bookings made under the Basic Singapore Stopover Holiday 2009-2010.

Allowed

- A shorter hotel stay (online and offline) is allowed within IN and OUT flight dates in the PNR but seat-in-coach transfer is not provided if arrival and/or departure transfers do not coincide with passenger flight IN and/or OUT dates, for example:
 - a) Check in later than day of arrival: passenger collects the departure transfer voucher from the Stopover Counter at airport and makes his own way to hotel.
 - b) Check out of hotel earlier than day of departure: passenger makes his own way to airport
- For BSSH online bookings, passengers departing on flights after midnight, i.e. departing 0001-0330 hrs of the next day are now considered as the current day and transfers to airport are provided.

Not Allowed

- Number of rooms cannot exceed number of passengers e.g. 7 rooms for 6 passengers.
- For BSSH online, passengers on different PNRs cannot book a twin room. Passengers can make such bookings through SIA or agents.
- Break in hotel stay: BSSH hotel stay must be continuous, from arrival date until departure date.

12. CANCELLATIONS/NO-SHOWS

Cancellation made within 3 working days of scheduled departure and no-shows are subject to a penalty fee equivalent to the **first night's** stay. This cancellation charge will be recharged to the MCO number indicated in the APAX field of PNR. In the event that the MCO number is not available, the penalties will be charged to booking agent.

13. AMENDMENTS

BND20 is imposed for amendments made after issuance of documents.

14. REFUNDS

No refund will be permitted for any of the items in the BSSH not used unless the cause of the non-utilisation was due to SIA or SilkAir e.g. flight delay.

All applications for the refund must be made within **2 months** of cancellation from the BSSH dates. BND100 refund fee is imposed. To reiterate, no refund will be entertained if submitted 2 months after the BSSH accommodation dates.

15. MCO

Passengers must be issued with a valid hotel checkin voucher such as electronic BSSH receipt (**eBSSH**) or paper MCO. Passengers arriving without reservation and voucher will be asked to pay the hotel published rate. To avoid mishandling and inconvenience to passengers, please ensure that valid hotel checkin vouchers are issued and passengers are reminded to bring along with them.

SIA BOARDING PASS PRIVILEGES**Tourist Attractions**

Partner + Address	Offer
Captain Explorer DUKw Tour Tourist Transit Hub, #01-05, Singapore Flyer 30 Raffles Avenue, Singapore 039803 Tel: 6738 3338 www.citytours.sg	Purchase a Captain Explorer DUKw Tour and get a free Marina Bay Walking Tour
Flight Experience Singapore Flyer, 30 Raffles Avenue #02-06 Singapore 039803 Tel: 1800 737 0800 / 65 6339 2737 www.flightexperience.com.sg	10% off any 30-minute package (subject to availability)
Malay Heritage Centre 85 Sultan Gate, Singapore 198501 Tel: 65 6391 0450 www.malayheritage.org.sg	10% discount on Malay Heritage Centre Museum admission
Mint Museum of Toys 26 Seah Street, Singapore 188382 Tel: 65 6339 0660 www.emint.com	35% off museum admission fee 10% off selected in-house merchandise at the Mint Shop
National Heritage Board of Museums Tel: 6338 0000 www.nhb.gov.sg	50% discount off adult admission tickets at participating museums
Night Safari 80 Mandai Lake Road, Singapore 729826 Tel: 65 6269 3411 www.nightsafari.com.sg	50% discount on Tram Ride with purchase of a full-priced Night Safari admission
Jurong Bird Park 2 Jurong Hill, Singapore 628925 Tel: 65 6265 0022 www.birdpark.com.sg	Free Panorail Ride worth S\$ 5 with purchase of full-priced Jurong BirdPark admission
Sentosa 4D Magix 51B Imbiah Road, Sentosa, Singapore 099708 Tel: 65 6274 5355 www.sentosa4dmagix.com.sg	20% discount on admission
Sentosa CineBlast 51C Imbiah Road, Sentosa, Singapore 098464 Tel: 65 6274 5355 www.cineblast.com.sg	20% discount on admission
Sentosa Luge & Skyride 45 Siloso Beach Walk, Singapore 099003 Tel: 65 6274 0472 www.sentosaluge.com	10% discount on one Luge's Skyride combo 30% discount on one return Skyride
Sinema Old School 11B Mount Sophia, B1-12, Singapore 228466 Tel: 65 6336 9707 www.sinema.sg/oldschool	'1 for 1' on all movie screenings 10% discount on selected merchandise

<p>Singapore Flyer 30 Raffles Avenue, Singapore 039803 Tel: 65 6333 3311 www.singaporeflyer.com</p>	<p>Enjoy 20% off Singapore Flight tickets (Basic Flights) when you present your boarding pass. (Up to 4 tickets per boarding pass)</p>
<p>Singapore Zoo 80 Mandai Lake Road, Singapore 729826 Tel: 65 6269 3411 www.zoo.com.sg</p>	<p>Free unlimited Tram Ride worth S\$5 with purchase of full-priced Singapore Zoo admission</p>
<p>TigerLIVE St James Power Station, 3 Sentosa Gateway #01-02 Singapore 098544 Tel: 65 6379 9339 www.tigerlive.com.sg</p>	<p>20% discount on admission fee and TigerLive merchandise</p>
<p>Underwater World Singapore 80 Siloso Road, Sentosa, Singapore 098969 Tel: 65 6275 0030 www.underwaterworld.com.sg</p>	<p>15% off prevailing published admission rates</p>

DINING

Partner + Address	Offer
<p>Dome Café Tel: 65-6336-5859 www.olio.sg</p>	<p>10% discount with a minimum spend of S\$30 Offers are available at various outlets in Singapore</p>
<p>Etna Italian Restaurant & Pizzeria Tel: 65 6444 9530 www.sicilia-mia.com</p>	<p>15% discount on total bill (à la carte menu only) Offers are available at the two outlets in Singapore</p>
<p>Lawry's the Prime Rib Singapore 299 Orchard Road #02-42/44 Paragon Tel: 65 6836 3333 www.lawrys.com.sg</p>	<p>25% discount on main courses</p>
<p>Long Beach Seafood Restaurant Tel: 6445 8833 www.longbeachseafood.com.sg</p>	<p>10% discount Offers are available at various outlets in Singapore</p>
<p>The Seafood International Market & Restaurant 902 East Coast Parkway, Blk A, #01-01 Playground@ Big Splash Singapore 449874 Tel: 65 6345 1211/ 12 www.lobster.com.sg</p>	<p>10% discount on à la carte menu</p>

SHOPPING & LIFESTYLE

Partner + Address	Offer
AVANA:j Pacific Plaza #01-07/08, 9 Scotts Road Singapore 228210 Tel: 65 6734 6462 www.avanastyle.com	15% discount on regular-priced apparel
bYSI ® Tel: 65 836-5927 www.bysi.com/ourstores.asp	10% discount with minimum spend of S\$50 Offers are available at various outlets in Singapore
Esplanade Mall 8 Raffles Avenue, Singapore 039802 Tel: 65 6828 8377 www.esplande.com	Up to 25% off at participating outlets
HelioAsia [comfort space] Paragon #06-19, 290 Orchard Road Singapore 238859 Tel: 65 6836 9988 www.helioasia.com	20% discount on Recovery Package
Ligne Roset at Monticello Odeon Towers, #01-01, 331 North Bridge Road, Singapore 188720 Tel: 65 6235 4211 www.monticellodesigns.com	30% discount on furniture, lighting and accessories
LUSH Spa Singapore Polo Club, 80 Mount Pleasant Road, Singapore 298334 Tel: 65 6254 9091 www.lushspa.com.sg	Special package at S\$148 nett per person (includes Orchid Floral Foot Bath, full body kaffir lime scrub, aromatic steam, signature body massage and a delicious lunch of local favourites; advance booking is required)
O.P.I. Tel: 65 6736-1735 / 6221 2213 www.opi.com	20% off Hands or Feet Treatment 10% off regular-priced products 20% on all a la carte Hands or Feet Treatment. 10% on all OPI retails products Offers are available at the two outlets in Singapore
OSIM Singapore Changi Airport Terminal 2 Transit Lounge South #026-111-01 Tel: 65 6542 2770 Singapore Changi Airport Terminal 3 Transit Mall, #02-23 Tel: 65 6447 9248 www.osim.com	5% discount on massage chairs 10% discount on all other items
Raffles City Shopping Centre 252 North Bridge Road Singapore 179103 Tel: 65 6318 0238 www.rafflescity.com	First 20 Shoppers daily enjoy special privileges (please approach the Concierge)

<p>Renewal Day Spa Tong Building #17-01, 302 Orchard Road Singapore 238862 Tel: 65 6738 0988 www.renewal.com.sg</p>	<p>20% discount on à la carte services Complimentary eye treatment with every facial booked and purchased</p>
<p>Rolf Benz at Monticello Central Mall #01-01 1 Magazine Road Singapore 059567 Tel: 65 6734 7758 www.monticellodesigns.com</p>	<p>30% discount on furniture, lighting and accessories</p>
<p>Royal Selangor Pewter Centre Tel: 65 6268 9600 www.royalselangor.com</p>	<p>10% discount on all Royal Selangor pewter designs (except on limited editions) Offers are available at various outlets in Singapore</p>
<p>Singapore Turf Club 1 Turf Club Avenue Singapore Racecourse Singapore 738078 Tel: 65 6879 1000 www.turfclub.com.sg</p>	<p>30% discount on admission to @Hibiscus on any Singapore race day (except on 17 May 2009) 50% discount on admission to Upper Grandstand on 17 May 2009.</p>
<p>Suntec City Mall 3 Temasek Boulevard Singapore 038983 Tel: 65 6825 2667 /8 /9 www.sunteccity.com.sg</p>	<p>10% discount or more at participating outlets when you redeem your complimentary Suntec City Visitor Card at any of the three customer service desks</p>
<p>TANGS Orchard Tel: 65 6737 5500 Vivocity Tel: 65 6303 8688 www.tangs.com</p>	<p>10% discount storewide on regular-priced items (not applicable to TANGS Gift vouchers, electrical, electronics, fragrances, cosmetics, beauty services and TANGS Market)</p>
<p>The Cocoa Trees Tel: 65 6858 1800 www.thecocoatrees.com</p>	<p>10% discount on all regular-priced items with a minimum purchase of S\$10 at participating outlets Offers are available at various outlets in Singapore</p>
<p>The Planet Traveller Tel: 65 6337 0291 www.theplanettraveller.com</p>	<p>Travel gift compliments with a minimum purchase of S\$100 nett Offers are available at the two outlets in Singapore</p>
<p>The Retreat Spa & Thalasso Centre 1 Netheravon Road, #01-03A Changi Village Hotel, Singapore 502508 Tel: 65 6738 0080 www.theretreat.com.sg</p>	<p>20% discount on all à la carte treatments. 10% discount on all spa packages.</p>
<p>The Wellness Lounge 290 Orchard Road, Paragon, Penthouse Suite #20-02/03, Singapore 238859 Tel: 65 6887 1299 www.thewellnesslounge.com.sg</p>	<p>30% discount on face, slimming and spa services</p>

<p>Wellness Village Spa & Fitness</p> <p>Tel: 65 6339 9159 www.wellnessvillage.com.sg</p>	<p>20% discount on one à la carte treatment or 30% discount on two or more à la carte treatments.</p> <p>Offers are available at various outlets in Singapore</p>
<p>Wisma Atria 435 Orchard Road Wisma Atria Singapore 238577 Tel:65 6235 2103 www.wismaonline.com</p>	<p>3-day Tourist Privilege Card</p>

TRANSPORT

<p>Avis Tel (Airport): 65 6542 8855 Tel (City): 65 6737 1668 www.avis.com.sg</p>	<p>40% off Standard Rate for car rental, plus rent for 3 consecutive days and enjoy the 4th day for free</p> <p>10% off Chauffeur Drive rate</p>
<p>Hertz Tel (Outside Singapore): 65 6542 5300 Tel (Within Singapore): 1800 734 4646 www.hertz.com</p>	<p>50% off Standard Rate and a free One-Car class upgrade</p> <p>50% off Standard Rates plus One Free Day for five days rental or more</p>