

SINGAPORE STOPOVER HOLIDAY

Travel Agent Booking Guide FY17/18

This quick guide is designed to provide you with all information and contacts you will need to book the Singapore Stopover Holiday, Transit Stays and Free Singapore Tour. Please use the correct programme tour and hotel codes during your booking.

HOW TO BOOK

STEP 1	<p>Select a hotel from the list of participating hotels [refer Annex B]. Take note of the following three items:</p> <ul style="list-style-type: none"> • The Category of the Hotel e.g. CAT A • The Hotel Booking Code e.g. XS1201 • The Name of the Hotel e.g. Hotel Royal <p>Important: Please use Hotel Booking Codes, e.g. XS1201 instead of hotel name (refer to the Hotel Booking Codes in Annex B and C).</p>
STEP 2	<p>To check on room availability, please use the following agent website:- URL: https://www.singaporeair.com/ssh/showThirdPartyBooking.action</p>
STEP 3	<p>In your GDS system, book the selected hotel into your passenger's PNR using the applicable GDS entry. (Please refer to the GDS booking entries in point G)</p> <p>Note:</p> <ol style="list-style-type: none"> 1. It takes 1 to 2 minutes to update the PNR in the SSH system, please wait and do not make duplicate entries. Alternatively, you may use the agent's website to check the booking status. Duplicate bookings may result in no show and the agent will be charged with no show fee. 2. If the response from your system for the hotel is "UC", please look for the rejection message in the PNR OSI remarks and rebook. The original hotel segment in the PNR must be cancelled before you create another request for an alternative hotel.
STEP 4	<p>Upon hotel confirmation (shown as "HK") in the PNR, please toggle to the agent website https://www.singaporeair.com/ssh/showThirdPartyBooking.action to check the booking status again and obtain the booking confirmation number. To retrieve the Stopover Holiday booking, please insert PNR and family name.</p>
STEP 5	<p>Calculate the total price and have the EMD issued. Hotel name, check-in/ check- dates, SSH confirmation number and prepaid items / special requests (if any) must be shown on the EMD.</p> <p>EMD issuance</p> <ol style="list-style-type: none"> 1. Please approach your GDS helpdesk to check on the applicable entries for EMD issuance 2. Please issue ONE EMD for each hotel stay. 3. The date for the associated SVC segment MUST follow the check-in date of the HTL segment as illustrated below: <div style="border: 1px solid black; background-color: #ffff00; padding: 5px; margin: 10px 0;"> <p>2. HTL SQ HK1 SIN 01NOV-OUT03NOVSSH / SGLB / 1402 / BREAKFAST 3. SVC SQ HI1 SIN 01NOV-B / 0BO / HOTEL ACCOMMODATION/NM-1JONES / ADAMMR / 6182901075033C1 / 300.00 / USD</p> </div> <ol style="list-style-type: none"> 4. For passengers travelling on NZ-codeshare flights (i.e. ticketed on 086), EMDs for SSH bookings must be issued as 618.

STEP 6	<p>Your clients MUST carry the EMD and present it to the representative at the Hotel or SIA Singapore Stopover counter at Singapore Changi Airport Terminal 2 or 3.</p> <p>NOTE: Passengers arriving without the valid check-in document will be asked to pay the hotel based on published rate and they can approach their agent for refund of the unused EMD. To avoid mishandling and inconvenience to passengers, please ensure that the check-in document is issued and the EMD numbers are inserted in passenger PNR.</p>
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(A) OTHER BOOKING NOTES

1. **Booking timeline** - Bookings must be made at least 3 working days prior to the hotel check-in date or tour date (for Free Singapore Tour)
2. **Agent Website** - Please toggle to the agent website <https://www.singaporeair.com/ssh/showThirdPartyBooking.action> to check on the following:
 - a. Booking procedure, rates, attractions, and frequently asked questions
 - b. Hotel room availability
 - c. Confirmation, Amendment and Cancellation status before EMD issuance

Note: This website link is for you to check the booking status. To make changes, please use GDS platforms.
3. **Child Bookings** - Child age – 2 to 11 years.
Please book as TRPB for passengers traveling with children (2A1C and 2A2C). Only one extra rollaway bed will be provided. The 2nd child will share existing bedding with parents. TRPB is not available on 24th and 31st Dec. Such bookings are subjected to availability.
4. **Group Header bookings** - PNR must be ticketed before making the Stopover Holiday booking.
5. **Divided PNR bookings** - Please toggle to the Agent website to ensure that the SSH booking is intact as it may be cancelled when agent split the travelling party and divide PNR.
6. **'Ghost' PNR Bookings** - Please DO NOT book SSH in 'Ghost' PNRs. All SSH bookings must be created in Primary PNRs.
7. **Handicap room and Wheelchair transfers bookings** - Such bookings are strictly on request basis and must be sent to Tradewinds for assistance through email (tw_res@singaporeair.com.sg). Surcharge applies for wheelchair transfers.
Please refer to PRICELIST (ADD-ON CHARGES) for information.
8. **Guaranteed early check-in and late check-out after 6pm** - Please book an additional night to secure an early check-in before 1pm and late check-out after 6pm. If the passenger has opted for breakfast supplement, it has to be applied for the entire stay including the early check-in and/or late check-out (if applicable).
9. **Guaranteed late checkout till 6pm** - A charge equal to 50% of the additional night rate is applicable. Please insert "Prepaid Late Checkout" in the HTL Segment free text field.
10. **Private Transfers** –
For SSH bookings: Private vehicle transfers can be arranged at a charge. Please insert "PTE TRF" in the free text remark field of the tour segment.

The driver will meet passengers at the exit of your luggage belt in the Arrival Hall with a meeting name sign. Waiting time is 1 hour from flight landing time. Please refer to PRICELIST (ADD-ON CHARGES) for information.

Transfers to/from Cruise Centre: Transfers can be arranged between the airport or hotel and the cruise centre. Service can be requested with add-on charges through Tradewinds, email (tw_res@singaporeair.com.sg).

11. **Code-share flights** - The Stopover Holiday booking is **not** allowed for code share flights operated by other airlines unless otherwise mentioned.

Both inbound and outbound flights to/from Singapore must be ticketed and operated on Singapore Airlines (SIA) or SilkAir (SLK). The flight number must begin with SQ or MI. Any 4-digit SIA flight must be operated by SLK and any 4-digit SLK flight must be operated by SIA.

(B) HOW TO AMEND

1. To amend a confirmed booking, please cancel the original tour segment through GDS and rebook.

GDS System	Cancel Command
Amadeus	XEn (n refers to segment number, e.g. XE2)
All other GDS systems	Xn (n refers to segment number, e.g. X2)

2. Please double-check the amendment status through the agent website <https://www.singaporeair.com/ssh/showThirdPartyBooking.action> before EMD issuance.

(C) HOW TO CANCEL

1. Agents are required to cancel any unwanted SSH booking segment at least 2 working days prior hotel check-in to avoid no-show penalties and room wastage. To cancel, please email Tradewinds via tradewinds_ssh@singaporeair.com.sg for assistance instead of cancelling through GDS. This is to avoid synchronization issues.
2. Once Tradewinds has cancelled the booking, the record will be removed from the agent's website. Please check the cancellation status through the agent website <https://www.singaporeair.com/ssh/showThirdPartyBooking.action>.

(D) CANCELLATIONS & NO-SHOWS

Cancellations made within 2 working days prior to arrival and no-shows are subject to a penalty fee equivalent to the first night or the extension night, whichever is higher. The fee will be charged to the station/agent in accordance to the EMD number indicated in the APAX field of PNR.

(E) REFUNDS

1. Refunds are not permitted for unused items in the Stopover Holiday package unless the cause of the non-utilisation was due to a SIA or SilkAir flight delay or disruption.
2. All applications for refunds with valid reasons must be made within 3 months of the date of cancellation. No refund will be processed after this period.
3. Tradewinds reserves the right to charge the cancellation/no-show fees to the agency. Before authorising a refund, please ensure you check with Tradewinds for the approval.

(F) TRADEWINDS BOOKING/SERVICE FEE

1. For reinstatement of Stopover Holiday booking cancelled due to missing payment information in the PNR or bookings/amendments made within 2 working days prior to Hotel check-in, a service fee of **SGD30 per room booking** is chargeable.
2. A booking fee of **SGD30 per booking** is chargeable except for exceptional booking scenarios like TCP / Group bookings.
3. Fees will be charged to the Travel Agent through the respective SIA/SLK station.

Tradewinds can be reached at:

Reservation Email : tradewinds_ssh@singaporeair.com.sg

Customer Service Helpline :

(65) 65067733 - during office hours / (65) 98292557 - after operating hours

Operating Hours : 0830 hours to 1930 hours (Monday – Friday)

0830 hours to 1730 hours (Saturday & Public Holidays)

Note:

1. All reservations must be supported by email to tradewinds_ssh@singaporeair.com.sg.
2. Please enter the agent email address in the PNR phone field for ease of communication and servicing.

(G) GDS SYSTEM BOOKING ENTRIES

1.	GDS System	Booking Entries
	Abacus and Infiniti	0HTLSQNN1SININddmmm-OUT ddmmm/Tourcode-RoomType-HotelCode/ Free text remarks
		Example: 0HTLSQNN1SININ12AUG-OUT14AUG/SSH-SGLB-XS1416
		Please insert P1 (passenger relate) in the free text remarks field of the tour segment
	Sabre	0HTLSQNN1SININddmmm-OUTddmmm/Tourcode-RoomType-HotelCode/ Free text remarks
		Example: 0HTLSQNN1SININ12AUG-OUT14AUG/SSH-SGLB-XS1416
		Please insert P1 (passenger relate) in the free text remarks field of the tour segment
	Worldspan, Galileo and Apollo	0TURSQNN1SINddmmm-OUTddmmm/Tourcode-RoomType- HotelCode/Free text remarks
		Example: 0TURSQNN1SIN12AUG-OUT14AUG/SSH-SGLB-XS1416
		Please insert P1 (passenger relate) in the free text remarks field of the tour segment
	Amadeus	SSTURSQNN1SINddmmm-ddmmm/Tourcode-RoomType-HotelCode/ Free text remarks
		Example: SSTURSQNN1SIN12AUG-14AUG/SSH-SGLB-XS1416
		Please insert P1 (passenger relate) in the free text remarks field of the tour segment

Note:

1. The maximum number of characters in a Stopover Holiday hotel segment is 32.
2. Due to space limitation, agents are to use following abbreviations for other prepaid items or special requests in the free text remarks field.

2.	Prepaid Items	Abbreviations
	Private vehicle transfer	PTE TRF
	Late check-out till 6pm	LATE C/O TILL 6PM
	Late check-out till departure	LATE C/O TILL DEP

	General Request	
	Smoking room	SMKG RM
	Non-smoking room	NON SMKG RM
	High floor	HIGH FLR
	Lower floor	LOWER FLR
	Adjoining room	ADJ RM
3.	Explanation of Abbreviations within Booking Entries	
	ddmmm	- date format, e.g. 12AUG
	NN	- number of rooms required. Enter number required after 'NN', e.g. NN1 refers to 1 room
	Tour code	- applicable programme tour code (refer to Annex A)
	Room Type	<p>- room type required. Applicable room types are:</p> <ul style="list-style-type: none"> • SGLB – single room • TWNB – twin room [two separate beds, usually singles] • DBLB – one queen or king size bed * • TRPB – triple room (twin or double room plus one extra rollaway bed) <p>* strictly on request and subject to availability upon check-in</p>
	Hotel Code	- applicable hotel booking code (refer to Annex B & C)
	Opt Free format	<p>- free format remarks [optional] for prepaid items or special requests e.g.</p> <ol style="list-style-type: none"> 1) Prepaid late checkout till 6pm 2) Private vehicle transfer 3) Breakfast supplement 4) REQ non-smoking room 5) 9-hour transit block [applicable to transit hotels]

SINGAPORE STOPOVER HOLIDAY 2017-18 – PROGRAMME TOUR CODES (Annex A)

SINGAPORE STOPOVER HOLIDAY PROGRAMME	TOUR CODES
Room + Airport transfer	BSSH
Room + Airport transfer + Deals	SSH
<p><u>Lounge</u></p> <p>Ambassador Transit Lounge (T2/T3), Plaza Premium Lounge (T1)</p>	TRAN
<p><u>Hotel</u></p> <p>Aerotel Transit Hotel (T1), Ambassador Transit Hotel (T2/T3)</p> <p>For passengers who had already purchased a stopover or transit package in the same travel itinerary</p>	TRAN
For passengers who had not purchased any stopover or transit package	HCAG
<p><u>Day-Use</u></p> <p>Transit Day-use package 0700 hours to 2100 hours *</p> <p>* duration differs for certain hotels</p>	TRAN
<p><u>Free Singapore Tour</u></p> <p>For transit passengers with at least 5.5 hours of transit</p>	FST

HOTEL BOOKING CODES (Annex B)

No.	Hotel	Star-Rating	Booking Code
SINGAPORE STOPOVER HOLIDAY			
Category A (5 Hotels)			
1	Days Hotel Singapore At Zhongshan Park #	3.5	XS1320
2	Hotel Boss #	3	XS1213
3	Hotel Royal ^	3	XS1201
4	Hotel Royal @ Queens ^	3	XS1304
5	Link Hotel Singapore #	3	XS1303
Category B (4 Hotels)			
1	Chancellor @ Orchard #	3.5	XS1331
2	Hotel Grand Pacific Singapore *	3	XS1302
3	Premier Inn Singapore, Beach Road ^	3.5	XS1313
4	V Hotel Lavender *	3	XS1323
Category C (4 Hotels)			
1	Furama RiverFront ^	4	XS1408
2	Hotel Grand Central #	4	XS1338
3	Hotel Miramar *	3.5	XS1307
4	Peninsula.Excelsior ^	3	XS1308
Category D (4 Hotels)			
1	Copthorne King's Hotel #	4	XS1400
2	Furama City Centre ^	4	XS1414
3	Ibis Singapore on Bencoolen #	3.5	XS1317
4	Ramada Singapore At Zhongshan Park *	4	XS1319
Category E (4 Hotels)			
1	3O Bencoolen * (To be open in July 17)	4	XS1314
2	Dorsett Singapore #	4	XS1429
3	PARKROYAL on Kitchener Road ^	4	XS1321
4	Village Hotel Albert Court *	4	XS1318
Category F (3 Hotels)			
1	Concorde Hotel Singapore ^	4	XS1510
2	Four Points by Sheraton Singapore, Riverview *	4	XS1310
3	York Hotel ^	4	XS1416
Category G (3 Hotels)			
1	Carlton City Hotel Singapore ^	4	XS1525
2	Orchard Hotel Singapore *	4	XS1423
3	Park Hotel Clarke Quay #	4	XS1421
Category H (3 Hotels)			
1	Carlton Hotel Singapore ^	4	XS1402
2	Grand Copthorne Waterfront #	4	XS1406
3	Hotel Jen Tanglin #	4	XS1419

Category I (3 Hotels)			
1	Mandarin Orchard Singapore ^	5	XS1503
2	Marina Mandarin Singapore ^	5	XS1504
3	Swissotel The Stamford ^	5	XS1507
Category J (3 Hotels)			
1	Conrad Centennial Singapore *	5	XS1099
2	Fairmont Singapore ^	5	XS1606
3	Pan Pacific Singapore ^	5	XS1516
Category K (3 Hotels)			
1	Sofitel Singapore Sentosa Resort & Spa *	5	XS1604
2	The Ritz-Carlton, Millenia Singapore ^	5	XS1602
3	The Westin Singapore ^	5	XS1098

Room Capacity:

Max 2 persons in a room

* Max 3 persons in a room

^ Max 2A2C in a room, maximum one extra bed or baby cot is allowed in a room (not both)

TRANSIT LOUNGE / TRANSIT HOTEL / DAY-USE PACKAGE – BOOKING CODES (Annex C)

HOTEL		STAR-RATING	BOOKING CODE
TRANSIT LOUNGE			
1	Plaza Premium Lounge (Terminal 1)	-	XS1211
2	Ambassador Transit Lounge (Terminal 2)	-	XS1207
3	Ambassador Transit Lounge (Terminal 3)	-	XS1207
TRANSIT HOTEL			
1	Aerotel Transit Hotel (Terminal 1)	4	XS1210
2	Ambassador Transit Hotel (Terminal 2)	3	XS1205
3	Ambassador Transit Hotel (Terminal 3)	3	XS1203
TRANSIT DAY-USE PACKAGE (7am to 9pm**)			
1	Aqueen Paya Lebar #	3	XS1200
2	Capri by Fraser Changi City ^	4	XS1441
3	Carlton Hotel Singapore ^	4	XS1402
4	Carlton City Hotel Singapore ^	4	XS1525
5	Chancellor @ Orchard #	3	XS1331
6	Concorde Hotel Singapore ^	4	XS1510
7	Crowne Plaza Changi Airport *	4	XS1428
8	Dorsett Singapore #	4	XS1429
9	Four Points by Sheraton Singapore, Riverview *	4	XS1310
10	Furama City Center ^	4	XS1414
11	Furama RiverFront ^	3.5	XS1408
12	Hotel Grand Central #	3.5	XS1338
13	Hotel Grand Pacific Singapore *	3	XS1302
14	Hotel Jen Tanglin Singapore #	4	XS1419
15	Hotel Royal ^	3	XS1201
16	ibis Singapore on Bencoolen #	3.5	XS1317
17	ibis Styles Singapore on Macpherson #	3	XS1212
18	M Hotel #	4	XS1411
19	M Social #	4	XS1300
20	Mandarin Orchard ^	5	XS1503
21	Pan Pacific Singapore ^	5	XS1516
22	Park Avenue Changi *	4	XS1335
23	PARKROYAL on Kitchener Road ^	4	XS1321
24	Premier Inn Singapore Beach Road ^	3.5	XS1313
25	Studio M *	4	XS1427
26	Village Hotel Albert Court *	4	XS1318
27	Village Hotel Bugis *	4	XS1410
28	Village Hotel Changi ^	4	XS1409
29	Village Hotel Katong ^	4	XS1306
30	York Hotel *	4	XS1416

31	YWCA Fort Canning Lodge ^	3	XS1220
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Room Capacity:

Max 2 persons in a room

* Max 3 persons in a room

^ Max 2A2C in a room, maximum one extra bed or baby cot is allowed in a room (not both)

****Day-Use:**

Day-Use from 0700 to 2100 hours for all hotels except:

- Capri by Fraser, Changi City (0900 to 1800 hours)
- Crowne Plaza Changi Airport (Any 8 hours block from 0800 to 2000 hours)
- Village Hotel Albert Court and Village Hotel Changi (0900 to 2100 hours)