



GENERAL SERVICES

Arrival Transfers

East West Executive Travellers believe that first impressions are important and that a successful programme starts from the moment your guests arrive into Singapore. Therefore we pay vital attention to the reception they receive, be it at the airports, railway station, or at the Cruise Centre -

- Uniformed staff/guides/co-ordinators
- Signage (special signage with corporate logos can be arranged)
- Air-conditioned coaches (East West recommend putting 30-35 persons per 40-seater coach and 40-45 persons for 44/49-seater coach)
- Baggage transported by separate luggage van(s)

On the way to the hotel, our licensed guides will give the guests a brief overview of the programme and some useful information and tips on Singapore.

Enhancements, at point of arrival or at hotel:

1. Garland welcome
2. Flower corsage
3. ASEAN (Association of S E Asian Nations) traditional welcome
4. Cold towels
5. Welcome drink
6. Fanfare welcome
7. Pre-check in



Arrival Transfers

CHANGI AIRPORT TO HOTEL/*SENTOSA

Duration 25 to 45 mins

Singapore Changi Airport is situated at the eastern end of the island. It is linked to the city by the 20 km (12.5 miles) East Coast Parkway.

RAILWAY STATION TO HOTEL/*SENTOSA

Duration 25 to 35 mins

The Railway Station is located right in the business district, city area. It is in close proximity to the Cruise Centre and Sentosa Island.

CRUISE CENTRE TO HOTEL/*SENTOSA

Duration 20 to 35 mins

The Cruise Centre is adjacent to the World Trade Centre complex, which is situated in the middle of south Singapore.

SELETAR AIRPORT TO HOTEL/*SENTOSA

Duration 30 to 45 mins

A civil airfield located north west of the island.

Note: *Sentosa Island is linked to mainland Singapore by a causeway. Toll charges are included in transfer cost.

Function Transfers

Whether any function is within or outside city limits, all coaches will have coach signage and the accompaniment of a qualified guide or an office executive.

WITHIN CITY LIMITS

OUTSIDE CITY LIMITS (example Jurong Bird Park, The Zoo, Mandai Orchid Gardens).



Programme & Hotel Co-ordinators

East West Executive Travellers automatically provide a Programme Co-ordinator to ensure smooth coordination of all elements of a programme. He / she will be available on site or by pager / mobile phone on a 24-hour basis.

In addition, regardless of whether the hotel portion is purchased through East West or direct, it is our normal practice to appoint a Hotel Co-ordinator.

The Hotel Co-ordinator will be responsible for liaison between the incentive/meeting planner and the different hotel departments, to ensure smooth and coherent overall operations within the hotel. He / she will be available on site or by pager / mobile phone on a 24-hour basis.

The fee for this service varies according to the needs of each programme. However, if hotel portion is purchased through East West at our rates, then the Hotel Co-ordinator fee is waived.

Duration : Co-ordinators are contactable on a 24-hour basis.



Departure Transfers

Alas, all good things must come to an end!

As your guests get ready to say "Selamat Jalan" (means goodbye in Malay) to Singapore, East West will ensure that their last experience is as memorable as their first.

One or two days prior to departure, all guests will be given special departure notices with information on times of baggage collection, hotel check-out, airport transfer and other important details.

On the day of departure, our staff will see that the bags are picked up safely and transported separately in a van to the airport/railway station or ferry terminal. They will also assist with check-out procedures at the hotel.

At the departure port, our staff will help facilitate and ensure smooth check-in procedures. Special pre check-in may be arranged, dependent upon airline concerned.



CONSIDERATIONS

There is no export duty. Export permits are required for arms, ammunition, explosives, animals, gold in form, platinum, precious stones and jewellery (except personal effects, within limits), poisons and drugs. Any goods in excess of reasonable personal effects are to be declared at exit points in an Outward Declaration customs form. If necessary, we can assist with these procedures.

GST Tourist Refund Scheme:

A 3% Goods and Services Tax (GST) is levied on most goods and services. Visitors may apply for a refund of the GST paid on goods worth S\$500.00 or more purchased per shop. GST refunds are only available from shops or retail chains that participate in the GST Tourist Refund Scheme. Participating shops will display a TAX REFUND sticker.

Ask for the Claims Forms to be completed at these shops. You may need to produce your passport as a proof of your status. Upon your departure, present the Claims Form for customs stamping, together with the goods, to the GST Refund Counter next to Entrance 1 of the departure check-in hall at Changi Airport.

Shops to which you return the Customs-stamped Claims Form will mail the refund in a cheque, made out in Singapore Dollars. Refunds may also be made to your credit card. Please note that some banks may impose a surcharge for credit card refunds.

HOTEL/*SENTOSA TO CHANGI AIRPORT	Duration 30 to 40 mins
HOTEL/*SENTOSA TO RAILWAY STATION	Duration 25 to 35 mins
HOTEL/*SENTOSA TO CRUISE CENTRE	Duration 25 to 35 mins
HOTEL/*SENTOSA TO SELETAR AIRPORT	Duration 35 to 50 mins

Note: *Sentosa Island is linked to mainland Singapore by a causeway. Toll charges are included in transfer cost.



Mobile Phone Rental

During site inspection visits and even more throughout the operation of a programme, incentive/meeting planners and other key executives find that being in constant communication can often make all the difference.

We can provide mobile telephones at reasonable rental rates. The equipment is lightweight, easy to carry and operates throughout the island, as well as offshore up to between 5 & 10 km (3-6 miles) from the coast.

Duration : Minimum 3 days rental