

**\* GENERAL INFORMATION ON MEETINGS & SINGAPORE \***

CrimsonLogic and ITSC extend a warm welcome to the UBL TC Plenary Meeting delegates to Singapore.

All meetings from 6<sup>th</sup> – 10<sup>th</sup> November 2006 will be held from 9am – 5pm at CrimsonLogic.

**\* MEETINGS & HOTEL \***

**Host Contacts**

**Host Organisation**

Crimsonlogic Pte Ltd  
Information Technology Standards Committee

**Host Contact**

Kamarudin Bin Tambi  
Crimsonlogic Pte Ltd  
31 Science Park Road, The Crimson  
Singapore 117611  
DID +65 68877516  
Tel: +65 68877888  
Fax: +65 67785277

**For Event Management**

Kenneth Teh  
Crimsonlogic Pte Ltd  
31 Science Park Road, The Crimson  
Singapore 117611  
DID +65 68877178  
Tel: +65 68877888  
Fax: +65 67785277

**Meeting Location**

Crimsonlogic Pte Ltd  
31 Science Park Road, The Crimson  
Singapore 117611  
Tel: +65 68877888  
Fax: +65 67785277

**Main Meeting Room:** Seminar Room

**Break out rooms:** Room 1-06, Room 1-06A and Room 1-08



Getting there:

Science Park 2 (off Pasir Panjang Road)

**1. Taxi:**

Approximately 20 minutes from Traders Hotel; 25 minutes from Albert Court Hotel

**2. SMRT:**

Buona Vista (EW 23)

- Transfer to SBS bus number 200 or
- Transfer to taxi (approximately 10 minutes)

OR

Clementi (EW 21)

- Transfer to Singapore Science Park 2 Shuttle or
- Transfer to SBS bus number 183 or
- Transfer to taxi (approximately 10 minutes)

OR

Jurong East

- Transfer to SBS bus number 183

**3. Public Buses:**

SBS Transit :10, 30, 51, 143, 200, 183

Trans-Island Bus Services (Tibs) : 188

**4. Singapore Science Park 2 Shuttle – 2 pick-up points**

a) Pick-up Point: Clementi MRT Station (Bus stop opposite Macdonald's)

Bus Schedule:

Monday – Friday

Peak Period: 7:00am – 9:30am (10mins interval)  
4:30pm – 7:30pm (10mins interval)

Saturday

Peak Period: 7:00am – 9:30am (10mins interval)

b) Pick-up Point: HarbourFront MRT Station (Bus stop beside MRT station)

Bus Schedule:

Monday – Friday (Morning)

Peak Period: 7.45am - 9.30am (15mins interval)  
Off Peak Period: 10.00am - 4.30pm (30mins interval)

Monday – Friday (Evening)

Peak Period: 5.30pm – 7.00pm (15mins interval)  
Off Peak Period: 7.30pm – 9.30pm (30mins interval)

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### Meeting Registration Form

To register for the meeting(s), delegates are requested to email / fax the duly completed "**Meeting Registration Form**" by 27<sup>th</sup> October 2006, to Connie Hing with a copy to Kamarudin Bin Tambi.

[Meeting Main Contact]

Connie Hing, [ConnieHing@crimsonlogic.com](mailto:ConnieHing@crimsonlogic.com)

[Host Contact]

Kamarudin Bin Tambi, [kama@crimsonlogic.com](mailto:kama@crimsonlogic.com)

### Accommodation

#### I. [Hotel]

##### **Traders Hotel**

Traders Hotel, Singapore is located in Orchard Spring, 5-minutes to Orchard Road. The hotel represents a subtle blend of western comfort with genuine value for money.

1A Cuscaden Road,  
Singapore 249716

Tel : (65) 6738 2222

Fax : (65) 6831 4314

Email : [ths@shangri-la.com](mailto:ths@shangri-la.com)

Website: <http://www.shangri-la.com/singapore/traders/en/>

#### Travel Time from Airport to Hotel

25 minutes from international airport

#### Shangri-La Hotels' Guest Shuttle

##### Shoppers' Route

The bus travels from Shangri-La Hotel to Orchard Road with stops at Traders Hotel, Wisma Atria, Takashimaya, Shangri-La Service Apartment and then back to the Shangri-La Hotel. This service is available daily, hourly, between 10 a.m. and 8 p.m.

##### Businessmen's Route

A daily service is provided except on Saturdays, Sundays and Public Holidays. The bus travels to the central business district with stops at a MRT station, along Shenton Way and Suntec City.

[Reservations Contact]

Please book your room online via : <http://www.shangri-la.com/singapore/traders/en/>

[Room Rates]

Room Type	Room <i>inclusive</i> of daily breakfast	Room <i>exclusive</i> of breakfast
Superior**	S\$345+++*	S\$260+++*
Deluxe**	S\$365+++*	S\$270+++*
Traders Club***	S\$445+++*	S\$335+++*

\* Rate shown is indicative and may change during time of booking.

\*\*All guest rooms are equipped with the following facilities:

- Broadband Internet Access (chargeable)
- Coffee/Tea Making Facilities
- Electronic Safe
- Full-size Executive Writing Desk
- In-house Movie Channels (chargeable where applicable)
- International Direct Dial Telephone (chargeable)
- Mini-bar (chargeable)
- Satellite/Cable Television (chargeable where applicable)
- Voice Mail

\*\*\* In addition, all Traders club room includes:

- Complimentary Buffet Breakfast at Club Lounge
- Complimentary beverages (fruit juices, soft drinks, tea and coffee) throughout the day at Club Lounge
- Complimentary Daily English Newspaper and fresh fruits at your room
- Complimentary broadband internet access at Club Lounge
- Complimentary suit pressing and shoe shine service
- Club floor Check-in, check-out
- 

## **II. {Alternative Hotels}**

Two other alternative hotel venue is as follow :

### **1. Albert Court Hotel**

Address : 180 Albert St Albert Court Singapore 189971

Telephone : 6339 3939

Fax : 6339 3252

Email: [sales.mktg@albertcourt.com.sg](mailto:sales.mktg@albertcourt.com.sg)

Website: <http://www.albertcourt.com.sg>

With the hotel just minutes from the Central Business or Financial District, the famed shopping hub of Orchard Road and Suntec City Mall, and Singapore Changi Airport, getting anywhere in Singapore is easy. Take a leisurely walk to nearby Bugis Village and soak in the old world charm of preserved

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shophouses, or find your electrical gadgets at Sim Lim Square, a six storey mega mall stocked with a wide variety of computer and electrical equipment.

Nearest Mass Rapid Transit (MRT) Stations:

Little India station

Bugis station

Airport Transfer: S\$50nett for 9-seater combi, including Meet & Greet at the airport. S\$10 surcharge applies between 11am and 7am.

[Reservations Contact]

Please book your room online via : <http://www.albertcourt.com.sg>

[Room Rates]

Room Type	Room rates
Superior room	S\$125+++*
Tower deluxe room	S\$135+++*
Courtyard deluxe room	S\$150+++*

Breakfast: S\$10+++

\* Rate shown is indicative and may change during time of booking.

Notes:

#### General Room Amenities

- Air conditioning with remote control
- Broadband internet access
- Cable Channels: CNN, ESPN, Star Movies
- Cable TV
- Ceiling fan (Tower Rooms)
- Coffee/tea-making facilities
- Colour TV/radio with bedside control panel
- Electric 220V socket/AC 50 cycles
- Electronic safe
- Ensuite bathroom
- Hair dryer
- International Direct Dial (IDD) telephone with bathroom extension
- Mini bar
- Room service
- 

## 2. Golden Landmark Hotel

Address : 390 Victoria St

Telephone : 6297 2828

Fax : 6298 2038

Email : [info@goldenlandmark.com.sg](mailto:info@goldenlandmark.com.sg)

Website: <http://www.goldenlandmark.com.sg>

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With a style and locale that are reminiscent of the country's rich cultural flavours, the Golden Landmark Hotel offers the best in convenience in more ways than one, at the heart of the Central Business District.

Just minutes away is Arab Street and Bugis Village of exotic finds and roadside eateries. Nearby, Sim Lim Square is a treasure trove of technology for gadget lovers, while Parco Bugis Junction offers a complete shopping experience. The Mass Rapid Transit (MRT) station is just a few minutes walk, making everything just a few steps away.

At Arab Street, take your time to browse through hole-in-the wall shops where you can bargain for ethnic gifts and keepsakes from rattan baskets to floor mats and cultural garments. Be drawn in by the heady scent of spices and jasmine garlands just across the street of Little India and experience a bustling hive of sights, sounds and aromas. Check out the dazzling ornaments, colourful Indian customary wear and giant photographs of Indian movie stars. At the other end of Little India is Mustafa Centre, a 24-hour shopping centre where you'll find an extensive array of items at some of the lowest fixed prices in Singapore.

Nearest Mass Rapid Transit (MRT) stations  
Bugis station  
Little India station

Airport Transfer: Hotel Limo: S\$55+++  
6-seater Maxi Cab: S\$45nett  
Standard Taxi: Approx. S\$20+++

\*S\$10 surcharge applies between 11pm to 7am.  
Group transfers can be arranged with the Hotel's representative.

[Reservations Contact]  
Please book your room online via : <http://www.goldenlandmark.com.sg>

[Room Rates]

Room Type	Room rates
Deluxe room	S\$130+++*
Executive room	S\$155+++*

Breakfast: S\$15+++

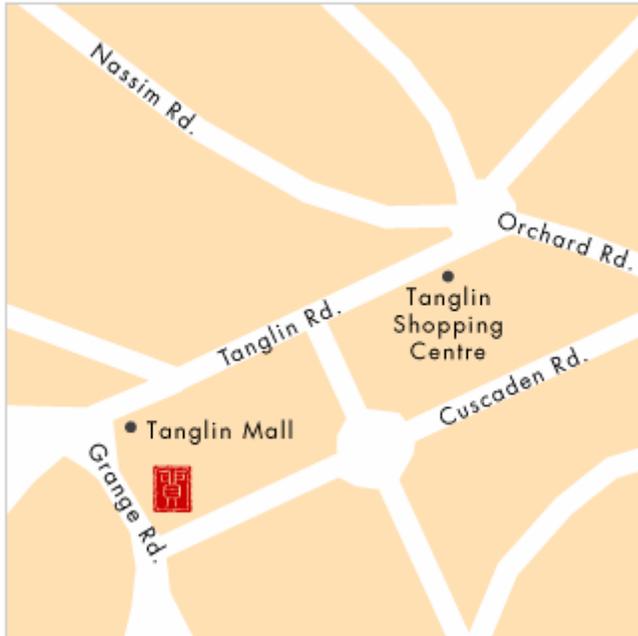
\* Rate shown is indicative and may change during time of booking.

Notes:

General Room Amenities

- Air conditioning with remote control
- Broadband internet access
- Colour TV with CNN and NHK channel, and in-house movies
- Coffee/tea-making facilities
- Electric 220V socket/AC 50 cycles
- Electronic safe
- Hair dryer
- International Direct Dial (IDD) telephone with bathroom extension
- Mini bar

**Location of Hotels**



Trader's Hotel



Albert Court Hotel



Golden Landmark Hotel

### Transport to Meeting Location & Hotel

Getting from point A to point B in Singapore is easy and economical. An efficient public transportation network offers taxis, buses and the modern Mass Rapid Transit (MRT) rail system.

#### ❖ From Singapore Changi Airport to Trader's Hotel / Albert Court Hotel

##### 1. Ground Transport Centre

A Ground Transport Centre (GTC) is available at the Arrival Hall of Terminal 1. The various ground transportation services i.e Limousine Services, Airport Shuttle Service, Tourist Travel Card Centre and Qantas Holidays can be found in the GTC. For further information and booking/selling for various transportations, please proceed to the individual counters.

##### 2. Airport Shuttle Service

A 6-seater MaxiCab is used for this 2-way service which goes to any hotels in Singapore and anywhere within the Central Business District, excluding Changi Village Hotel and Sentosa island hotels. You need to make booking at the counters in the Arrival Hall and pay the fare in cash to the driver.

##### Travel Fare/Destination (From Airport to City)

S\$7.00 - Adult

S\$5.00 - Child

##### Frequency/Contact Information

Every 30mins (6am - 6pm)

Every 15mins (6.05pm - midnight)

##### 3. Taxis

You can catch a taxi to any destination at the taxi stands at the Arrival Hall. This service is available 24 hours daily, and advance bookings can be made with taxi companies with a minimal booking charge. An Electronic Road Pricing (ERP) system is operational on major expressways and within the Central Business District area to ensure smooth traffic during peak hours. You may be required to pay a surcharge if applicable.

The journey from Singapore Changi Airport to the [Meeting Venue] will take about XX minutes.

Travel Fare/Destination (From Airport to City)

- Approx. S\$16.00 - S\$24.00 (excluding surcharges)
- Midnight surcharge: 50% of metered fare (midnight - 6am)
- Airport surcharge:
  - S\$5.00 Fri-Sun (5pm to midnight)
  - S\$3.00 all other times

Frequency/Contact Information

For advanced booking back to the airport, please call:

- City Cab: 6454 2222
- Comfort: 6552 1111
- SMRT: 6555 8888

A booking fee will be charged.

**4. Mass Rapid Transit or MRT (subway)**

Budget rides to the city and other parts of the island can be made on the MRT (Mass Rapid Transit) services. The MRT station is located in Terminal 2 and is also accessible via the Skytrain from Terminal 1. It takes about 27 minutes to reach the city.

Travel Fare/Destination (From Airport to City)

Below S\$2.00 (Not inclusive of S\$1 refundable deposit for single trip ticket)

Frequency/Contact Information

12-mins interval

- 5.31am - 11.18pm (Mon-Sat)
- 5.59am - 11.18pm (Sun/Public Holiday)

For more details, please pick up a copy of the MRT brochure.

The MRT is an economical way to get around Singapore.

For more information, check out the Singapore Changi Airport Website at [http://www.changiairport.com/changi/en/airport\\_guide/tofrom\\_ap/ap\\_tocity.html](http://www.changiairport.com/changi/en/airport_guide/tofrom_ap/ap_tocity.html). This site also provides information on the arrival and departure procedures that you would need to go through upon arrival at the Singapore Changi Airport and on your departure.

\* ABOUT SINGAPORE \*

**Climate and What to Wear**

Singapore has a warm and humid climate throughout the year with a daily average temperature range of 24 degrees Celsius to 32 degrees Celsius. Light and summer clothing made from natural fabrics like cotton is best for everyday wear. Casual dress is acceptable for most situations and occasions but some establishments may require a more formal dress code. It is always advisable to check beforehand on dress regulations, if any. Within the hotel, the air-conditioning might get cold, so do bring along a jacket or sweater.

For timely updates, visit <http://app.nea.gov.sg/cms/htdocs/article.asp?pid=1453>.

### Passport & Visa

Delegates are advised to check the regulations pertaining to passport and visa from their travel agency or from the Singapore's Immigration and Checkpoints Authority website, Travellers' Info Guide at <http://app.ica.gov.sg/travellers/index.asp>.

Most Western nationals either do not require a visa at all to visit Singapore or do not require a visa for a social stay of up to 90 days; a 14-day permit is issued on arrival, but one-month permit is usually no problem if asked for. Extensions beyond one month are difficult to obtain.

### General Information

#### Airport Tax

A passenger service charge of SGD21 should be incorporated in the air ticket (including tickets issued outside of Singapore). If this has not been done, you may be required to pay the SGD21 during check-in. In some cases, the airline may absorb the service charge.

#### Banking

The local currency is Singapore dollars and cents. Notes come in denominations of SGD 2, SGD 5, SGD 10, SGD 20, SGD 50, SGD 100, SGD 500, SGD 1,000, and SGD 10,000.

Coins come in denominations of 1, 5, 10, 20 and 50 cents and SGD 1.

Banking hours are Monday to Friday: 10 am to 3 pm, and Saturday: 9.30 am to 1 pm (some banks are open until 3 pm); Sunday: 9.30 am to 3 pm (some banks in Orchard Road).

Most banks handle travellers' cheques and change foreign currencies. However, some banks do not have foreign exchange dealings on Saturday.

Passports are required when cashing travellers' cheques. A nominal commission may be charged.

#### Credit/Charge Cards

Major cards are widely accepted by establishments in Singapore. Should any shop insist on adding a surcharge, contact the respective card company to report the errant shop-owner.

American Express  
Tel: (65) 6880 1111

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Diners Card

Tel: (65) 6416 0800

JCB

Tel: (65) 6734 0096

MasterCard

Tel: 800 - 110 0113 (toll-free in Singapore only)

Visa

Tel: 800 - 448 1250 (toll-free in Singapore only)

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### Currency

Other than the Singapore Dollar, the US and Australian Dollars, Yen and Euro are also accepted in most major shopping centres and big departmental stores.

### Drinking Water

It is perfectly safe to drink water straight from the tap in Singapore. However, for those who prefer bottled mineral water, local supermarkets and grocers always have ample stocks.

### Drug Abuse

Drug abuse is viewed seriously in Singapore. Illicit traffic in narcotic drugs and psychotropic substances is strictly prohibited.

### Electricity

Singapore voltage is **220-240 volts AC, 50 cycles per second**. On request, most hotels will provide transformers to visitors with electrical appliances of a different voltage, such as 110-120 volts, 60 cycles per second. When shopping for electrical appliances, do remember to check the voltage of the item against the acceptable voltage in your home country. The power plugs used in Singapore are of the three-pin, square-shaped type.



### Fireworks

Any individual found keeping, possessing, having under his control, discharging or letting off dangerous fireworks (including firecrackers, rocket fireworks, sandcrackers and such other fireworks) is liable to a fine not exceeding SGD 5,000 or imprisonment for up to 2 years or both.

### Gambling

Charity draws, Toto and Singapore Sweep lotteries, and on-course betting at the Singapore Turf Club on horse races are the only authorised forms of gambling in Singapore. All other gambling activities are illegal in Singapore.

### Hair Salon

Most major hotels provide hairstylists offering a full range of services. Hair salons are also found in shopping centres, offering standard haircuts as well as more elaborate services like hair perms, facial treatment, manicure and pedicure services.

### Hotel Phone Services

Most hotels offer in-room international direct dial (IDD) telephone services. However, some hotels may charge a minimal 30 cents successful call transaction surcharge. As there are different IDD service providers in Singapore, rates and access codes are dependent on the service provider used by the hotel. Generally, local calls are charged at 10 cents for every 3 minutes.

## Languages

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English.

## Laundry

Same-day laundry service is available in most hotels. Typically, it costs SGD 5 for a laundered shirt, SGD 10 for a dress and SGD 14 for a dry-cleaned suit. Independent dry-cleaners can be found in the Yellow Pages of the Singapore Phone Book.

## Medical Facilities

Singapore's medical facilities are among the finest in the world, with well-qualified doctors and dental surgeons. Pharmaceuticals are available from numerous outlets, including supermarkets, department stores, hotels and shopping centres. Registered pharmacists work from 9 am to 6 pm.

Most hotels have their own doctor on-call around the clock. Other doctors are listed under Medical Practitioners in the Yellow Pages of the Singapore Phone Book. For an ambulance, dial 995. Visitors could also contact the following hospitals' International Patient Service Centres:

### **Parkway Group Healthcare Medical Referral Centre**

302 Orchard Road  
Tong Building #16-01/02/03  
Singapore 238862  
Tel: (65) 6735 5000 (24-hour hotline)  
Fax: (65) 6732 6733  
Email: [mrc@parkway.com.sg](mailto:mrc@parkway.com.sg)  
Website: [www.imrc.com.sg](http://www.imrc.com.sg)

### **Raffles International Patients Centre**

Raffles Hospital  
585 North Bridge Road  
Singapore 1889770  
Tel: (65) 6311 1666  
Fax: (65) 6311 2333  
Email: [enquiries@raffleshospital.com](mailto:enquiries@raffleshospital.com)  
Website: [www.raffleshospital.com](http://www.raffleshospital.com)

24-hour Appointments Hotline

Tel: (65) 6311 1222  
Fax: (65) 6311 2136  
Email: [specialist@raffleshospital.com](mailto:specialist@raffleshospital.com)

### **National Healthcare Group International Patient Liaison Centre**

National University Hospital  
5 Lower Kent Ridge Road  
Singapore 119074  
Tel: (65) 6779 2777 (24-hour hotline)  
Fax: (65) 6777 8065  
Email: [iplc@nuh.com.sg](mailto:iplc@nuh.com.sg)  
Website: [www.nuh.com.sg](http://www.nuh.com.sg)

### **Singapore Health Services (SingHealth) International Medical Service**

Singapore General Hospital  
Block 6 Level 1  
Outram Road

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Singapore 169608  
Tel: (65) 6326 5656  
Fax: (65) 6326 5900  
Email: [ims@sgh.com.sg](mailto:ims@sgh.com.sg)  
Website: [www.sgh.com.sg](http://www.sgh.com.sg)

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### Mobile Phones

There are two mobile phone networks - GSM900 and GSM1800 - and three mobile telephone service providers - SingTel, M1 and StarHub. To make international calls, the access codes are 001, 013, or 019 for SingTel, 002 or 021 for M1 and 008 or 018 for StarHub.

### Money Changers

Apart from banks and hotels, money can be changed wherever the sign "Licensed Money Changer" is displayed. Most shopping complexes have a licensed money changer. Visitors are discouraged from changing money with unlicensed money changers.

An online currency converter service is available at <http://forex.asia1.com/currency.html>.

### Payphone Services

Public payphones operated by credit card and/or stored-value phonecards can be used to make both local and international calls. Public payphones can be found in most shopping complexes and MRT stations. Local calls are charged at 10 cents per 3 minutes. Stored-value phonecards in denominations of SGD2, SGD5, SGD10, SGD20 and SGD50 can be purchased from post offices and phonecard agents. To make an international call, dial the access code followed by the country code, area code & telephone number. Different telephone companies use different access codes - 001 for SingTel, 002 for M1 and 008 for Starhub. International Calling Cards in denominations of SGD10, SGD20 and SGD50 are also available at all post offices including Changi Airport, 7-Eleven stores and other retail outlets.

### Postal Services

Singapore Post operates a network of more than 1,300 postal outlets conveniently located throughout the island. These outlets offer a wide range of postal, telecommunication and agency services. Most postal outlets are open Monday through Friday, from 8.30 am to 5 pm and until 1 pm on Saturday.

Post Restante service is also available at:

Singapore Post Pte Ltd.  
10 Eunos Road 8, Singapore Post Centre, Singapore 408600  
Open: 8.00 am - 9 pm (Mon - Fri), 8.00 am - 6 pm (Sat),  
10.00am - 4.00pm (Sun and Public Holidays)  
Tel: (65) 6741 8857 Fax: (65) 6841 6085  
Internet: [www.singpost.com.sg](http://www.singpost.com.sg)

### Smoking

Smoking is not permitted in public service vehicles, museums, libraries, lifts, theatres, cinemas, air-conditioned restaurants, hair salons, supermarkets, department stores and government offices. Offenders can be fined up to SGD 1,000. While it is an offence to smoke in air-conditioned eating places, smoking is permitted in air-conditioned pubs, discos, karaoke bars and nightspots.

### Spitting

Spitting in public places is an offence.

### Time

GMT/UTC plus eight hours. For more information, check out the time zone converter at <http://www.timezoneconverter.com/>.

### Tipping

Tipping is not encouraged as most hotels and restaurants in Singapore already levy a 10% service charge on customers' bills. Tipping is not a way of life in Singapore and is prohibited at the airport.

### Trishaws

An interesting way to tour the streets of Singapore is to take a trishaw ride. We recommend that you avoid hailing a trishaw off the road. If you do, make sure that you agree on the fare to your destination before the trip commences. For trishaw tours, you may contact Singapore Explorer at Tel: (65) 6339 6833, website: [www.singaporeexplorer.com.sg](http://www.singaporeexplorer.com.sg).

### Useful Telephone Numbers

Here is a list of useful telephone numbers.

Police	999 (toll-free)
Emergencies/Ambulance/Fire Brigade	995 (toll-free)
Changi Airport Flight Info	1800 542 4422 (toll-free in Singapore only)
Singapore Tourism Board (STB) Touristline	1800 736 2000 (toll-free in Singapore only)
CitySearch (operator-assisted Yellow Pages)	1900 777 7777 (toll-free in Singapore only)
International Calls	104
Time of day	1711
Weather	6542 7788
Trunk Calls to Malaysia	Dial 109 for operator assistance or 02 for direct dial.
Toll-free lines	Dial 1800 followed by the toll-free line number (in Singapore only).

## Shopping Tips

### Attractions and Shopping Places

Chinatown and Clarke Quay, where you will find shopping, food and entertainment in a colonial setting. Also close by are Boat Quay, Riverside Point Shopping Centre and Far East Square. Far East Square is built on on the traditional Chinese concept of yin and yang - in which the universe and life is kept in balance by the 5 elements: water, fire, wood, metal and earth. You can check out the "Fuk Tak Chi" Museum, which gives you a glimpse into the way of life of early immigrants. Then take a slow stroll through the Heritage Trail and discover interesting facts about the bygone era.

Other shopping places that you can explore:

- Famous Shopping Belt: Orchard Road (departmental stores, boutiques)
- Electronics Goods: Funan the IT Mall, Sim Lim Square
- Ethnic: Little India

### Shopping Hours

A good number of department stores and some smaller shops are open daily from 10am to about 9pm, or even 10pm. Singapore is one of the few countries in the world where you feel safe staying out in the streets till late at night. As long as basic precautions are taken, you can have peace of mind to shop and walk around.

Mustafa Centre in Little India is the only department store in Singapore that is open 24 hours, everyday!

### **Prices and Bargains**

The local newspapers will give you a fair idea of prices to expect and information on current sales and promotions. You might also wish to take time to browse and compare prices before buying.

In department stores, all items are price-tagged and prices are fixed. Many small retailers also practise price tagging but are often flexible when approached for a discount. Ask the retailer for his "best price" and then counter-offer with realistic prices until both of you reach an agreement.

### **Credit/Charge Cards**

Almost all stores accept major international credit and charge cards. Should you come across a shop insisting on adding a surcharge, do contact the local office of the card company so that corrective action can be taken.

### **Money**

Banks throughout Singapore generally operate from 9.30am to 3.30pm, from Mondays to Fridays, and from 9.30am to 11.30am on Saturdays, for travellers' cheques transactions and other financial matters. For greater convenience, Automated Teller Machines (ATMs) that are conveniently located at banks and most shopping centres are opened round-the-clock. Keep a lookout for these machines displaying Plus and Cirrus signs.

You can exchange currency at all banks, hotels, and wherever the sign "Licensed Money Changer" is displayed.

### **Receipts and Return Policies**

All department stores and smaller retail shops provide either cash slips or receipts upon purchase. Feel free to ask should they omit giving you one and be sure that details shown on the receipt are accurate.

Larger shops and department stores will exchange goods if they are returned in good, original condition. However, returns are accepted only within a specified number of days (usually three) from the purchase date, and upon presentation of the receipt. Smaller shops may not be so accommodating, so always check goods carefully before purchasing. You may also want to check out the shop's return policy before making a purchase.

If you're undecided about a purchase in a department store and would like a bit of time to consider, just ask the sales assistant to put it aside for you. The item can usually be reserved for a maximum of three days.

### **Goods and Services Tax (GST)**

#### **Global Refund GST Scheme**

A 5% GST is levied in Singapore. As a foreign visitor, you are entitled to claim back the GST that you pay on your purchases when you take them home. GST refund is not applicable for land and cruise departures.

Under the Global Refund GST Scheme, visit any store that displays the "TAX FREE SHOPPING" logo and follow these simple steps: -

1. Spend a minimum of SGD 100 at any Global Refund affiliated retailer.
2. Present your passport to the retailer to obtain a completed Global Refund Cheque.



3. Get the Cheques validated at the Singapore Customs counter at Changi Airport Terminal 1 or 2 as proof of export. The goods purchased, along with the receipts and Global Refund Cheques must be presented for verification.

4. Claim your GST refund in the form of cash, credit card, bank cheques or Airport Shopping Vouchers at Global Refund counters in the airport. A small handling fee will be deducted from the GST amount due to you.

### **Global Refund's Cash Refund Network:**

Singapore Changi Airport - after Immigration check-in area

- Terminal 1 & 2, 24 hours daily



### **Downtown Cash Refund Centres (DCR) - at Customer Service or Information Counter:**

- Funan The IT Mall (Level 2), 11am - 8pm daily
- Centrepoint (Level 1), 11am - 9pm daily
- Sim Lim Square (Level 1), 11am - 8pm daily
- Wisma Atria (Level 1), Mon - Sat: 10am - 8pm, Sun & Public Holiday: 12pm - 8pm

You may also visit any Downtown Cash Refund Centre to claim your GST refund immediately after shopping. Downtown Cash Refunds are provided in Singapore currency and are limited to a maximum of SGD500 per tourist. Tourists are required to produce their Visa or Mastercard credit card with 6-months validity in order to use the service. They must also obtain Customs endorsement on the Global Refund Cheque within 2 months from the date of issue, before departing by air travel.

For more information on the Global Refund GST Scheme, please visit [www.globalrefund.com](http://www.globalrefund.com) or email: [taxfree@sg.globalrefund.com](mailto:taxfree@sg.globalrefund.com) or call the 24-hour hotline: + 65 6225 6238.

Retailers that are not affiliates of the Global Refund scheme/Premier Tax Free scheme administer their own GST refund schemes. You are advised to check with these retailers on the minimum purchase amount to qualify for GST refund, as it varies from retailer to retailer.

### **Warranty**

Check that the warranty card for your purchase bears the correct details of the product purchased and is endorsed with the retailer's stamp. International warranties can be obtained for many goods, usually for a 12-month period, but some products are not accompanied by warranties and these are usually sold at a lower price. Some international warranties have limitations, and may not be applicable to certain countries.

Most shops will comply with your requests for guarantee statements, but if one is not forthcoming, it may be best to simply shop elsewhere.

### **Delivery**

Many larger stores will oblige by shipping your purchases to your home. To ensure timely delivery, do request for a written confirmation of your instructions. It would be to your advantage for your purchase to be covered for damage in transit and loss by buying an All Risk insurance which the shop can arrange for you. Also, contact your national diplomatic representative to check the latest customs regulations of your country.

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## UBL TC Plenary Meeting 6<sup>th</sup> – 10<sup>th</sup> November 2006



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If you are sending purchases home by post, check with the Singapore Post for information on requirements and regulations for air and sea delivery. Post offices are generally open from 8.30am to 5pm on weekdays, and 8.30am to 1pm on Saturdays while certain branches have extended opening hours. Some hotels provide a parcel wrapping service.

### Export Permits

All weapons (even swords and kris bought as souvenirs) must be accompanied by export permits issued by the Singapore Arms and Explosives Branch at 391, New Bridge Road, #02-701, Police Cantonment Complex, Singapore 088762, Tel: (65) 6557 5822. Singapore and many other countries place restrictions on items from endangered species such as ivory and skins. If in doubt, check with your national diplomatic representative whether a permit is required before you bring an item into your home country.

### CaseTrust

CaseTrust is an accreditation programme, developed by the Consumers Association of Singapore (CASE), which recognises good business practices among store-based and web-based business establishments.

Visit [www.case.org.sg](http://www.case.org.sg) for a list of CaseTrust members.



### Quality Jewellers of Singapore (QJS)

QJS is a mark of trust for the Singapore jewellery industry. It is developed by the Singapore Jewellers Association, with the support of the Singapore Tourism Board and SPRING Singapore. QJS sets the benchmarks for the jewellery industry to achieve and excel. It also associates its members with a brand that represents a prestigious hallmark of service quality and reliability. When buying jewellery, look out for the QJS decals at certified jewellers around Singapore. Visit [www.qjs.org.sg](http://www.qjs.org.sg) for a list of certified jewellers, or call the QJS Hotline at +65 6458 6377.



### Errant Retailers

As in other countries, be wary of touts with offers of free shopping tours, special discounts or pirated goods. Visitors who encounter less than satisfactory retailer practices can contact the Singapore Tourism Board (Customer Information & Service Dept) located at Tourism Court, 1 Orchard Spring Lane, Singapore 247729, Tel: 1800 736 3366 (toll-free in Singapore), Fax: +65 6734 7226, or email [feedback@stb.com.sg](mailto:feedback@stb.com.sg). If visitors wish to receive some form of redress within 24 hours (depending on the complexity of the claim), you can also lodge your claim directly with the Small Claims Tribunals (SCT). An administrative fee of S\$10 is payable to the SCT.

#### Small Claims Tribunals

2 Havelock Road  
#05-00 Apollo Centre  
Singapore 059763  
Tel: +65 6435 5946 / +65 6435 5938, Fax: +65 6435 5994.

#### Opening hours:

8.30am to 1pm and 2pm to 5.30pm, Monday to Friday  
8.30am to 1pm, Saturday

Alternatively, you may lodge a claim against the retailer with the E@DR Centre of the Subordinate courts. The E@DR Centre offers a free on-line dispute resolution service. The mediation of the dispute will be conducted via email, which allows visitors to proceed with their visit without any or minimum interference

to their schedule, as their physical presence is not required. Visitors can also file a claim with the Centre using email anytime during their travels or after they have returned home.

All claims filed with the Centre are confidential. Both parties to the dispute must have an email account and must consent to the matter being e-mediated by the Centre. For more information on the services of the Centre, please visit their website at: <http://www.e-adr.org.sg>.

### Convenient Underpasses & Covered Walkways

Our tropical weather might catch you unprepared for sudden thundershowers, especially during the monsoon months of November and December. However, Singapore is well equipped with underpasses and covered walkways that link one shopping complex to another. From Orchard Road MRT Station, for instance, underpasses alone can lead shoppers to as many as 6 shopping centres!

### More Tips

If you are having clothes tailor-made, establish a clear understanding about payment. It is wise to just leave a deposit when ordering, with full payment following only after you have inspected the completed garment for workmanship and fit.

### Sightseeing

Some of the places you can visit when you are in Singapore:

<u>Arts &amp; History</u> <ul style="list-style-type: none"> <li>Asian Civilisation Museum</li> <li>Singapore Art Museum</li> <li>Esplanade – Theatres by the Bay</li> </ul>	<u>Attractions</u> <ul style="list-style-type: none"> <li>Jurong Bird Park</li> <li>Night Safari</li> <li>Singapore Zoological Gardens</li> <li>Singapore Botanical Garden</li> <li>Sentosa (features Underwater World, Dolphin Lagoon, Butterfly Park, beaches and many more)</li> </ul>
<u>Cultural &amp; Ethnic Places</u> <ul style="list-style-type: none"> <li>Chinatown</li> <li>Little India</li> </ul>	
<u>Eateries by the Singapore River</u> <ul style="list-style-type: none"> <li>Boat Quay</li> <li>Clark Quay</li> </ul>	

**River Boat Tour** – You can cruise down the historic Singapore River in a traditional bumboat. A ticketing booth is located just behind the Grand Copthorne Waterfront Hotel. Do check with the Hotel for more information.

To get more insights of other interesting sight seeing trips or tips on food and entertainment, you may visit the **Visit Singapore** website [http://www.visitsingapore.com/index\\_main.html](http://www.visitsingapore.com/index_main.html).