

# Travel Agent GDS Booking Guide

This booking guide is designed to provide you with all the information you need to book the Singapore Stopover Holiday package and/or any of the available Transit Options if you are stopping over in Singapore en-route to another destination, or the Experience Singapore Holiday Package and/or the Singapore Explorer Pass if you are visiting Singapore as a destination on a round-trip itinerary.

## SECTION A: BOOKING INFORMATION

### RECOMMENDED OPTION - USING GDS BOOKING CODE GENERATOR

The GDS booking code generator is an excel file created for agents, to free them from remembering GDS booking commands, tour and booking codes. It is also useful in eliminating errors during the booking process. The file is hosted on the Travel Agent (TA) website: <https://www.singaporeair.com/ssh/TA.action> and the step-by-step booking process is as illustrated in the diagrams below:

1. Access the TA website (Refer to Diagram A)
2. Check availability of the desired hotel
3. Click on the link that leads to GDS booking code generator (Refer to Diagram B)
4. Insert required parameters. Copy and paste the auto-generated GDS booking command into the GDS system.
5. "HK" status is updated in GDS PNR tour segment with Singapore Stopover Holiday booking reference. I.e. SSHSIN1234567
6. Toggle back to the TA website to ensure that the booking has been confirmed, by keying in the PNR booking reference and family name.
7. Calculate the total price. Create SVC segment. Generate EMD.
8. Booking is complete.

Diagram A: TA Website

Diagram B: GDS Booking Code Generator

Inclusion			
Tour Code	APT-HTL Trsf + SIM	Attraction Pack	Attraction Pack + USS
SIN Stopover Packages			
ESH20 / SSB20	✓		
SSV20 / SSP20		✓	
SSU20			✓
SIN Explorer Pass			
SGEP1/2/3		✓	
SGEPL1/2/3			✓
Transit Stay			
HCAG20			
TRAN20			
LNGE20			
DAY20		N.A.	

### MANUAL OPTION - INSERTING GDS BOOKING CODES MANUALLY

In this section, instead of using the GDS Booking Code Generator, agents may choose to manually insert GDS booking commands as illustrated below into the GDS PNR. Highlighted are variable entries. Please refer to Section B for the respective tour codes, room type and hotel booking codes.

GDS SYSTEM	BOOKING COMMAND
Sabre and Infini	OHTLSQNN1SININddmmm-OUTddmmm/ <b>Tourcode-RoomType-HotelCode</b> /Free text Example: OHTLSQNN1SININ12AUG-OUT14AUG/SSH-SGLB-XS1416
Worldspan, Galileo, Apollo	OTURSQNN1SINddmmm-OUTddmmm/ <b>Tourcode-RoomType-HotelCode</b> /Free text Example: OTURSQNN1SIN12AUG-OUT14AUG/SSH-SGLB-XS1416
Amadeus	SSTURSQNN1SINddmmm-ddmmm/ <b>Tourcode-RoomType-HotelCode</b> /Free text Example: SSTURSQNN1SIN12AUG-14AUG/SSH-SGLB-XS1416

**Note:**  
 1. Please passenger relate if prompted by the GDS system. I.e. Insert P1 in the free text remarks field of the tour segment.  
 2. The maximum number of characters in the tour segment is 32. Due to space limitation, agents are encouraged to use the abbreviations for the prepaid items and special requests as shown in the table below.

EXPLANATION OF ABBREVIATIONS WITHIN BOOKING COMMAND	
ddmm	Date format, i.e. 12 AUG
NN	Number of rooms or passengers required depending on type of bookings. i.e. NN1 – Stopover/Transit Hotel booking for 2 passengers in 1 twin room. NN2 – Lounge booking for 2 passengers
Tour code	Applicable programme tour code (Refer to Section B)
Room Type	Room type required. Applicable room types are: • 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 or existing bed) * Strictly on request and subject to availability upon check-in
Hotel code	Applicable hotel booking code (Refer to Section B)
Free text	Free format remarks (optional) for package add-ons or special requests i.e. • Prepaid late checkout till 6pm • Private vehicle transfer • Breakfast supplement • REQ non-smoking room

### HOW TO CANCEL

Agents are required to cancel any unwanted booking segment in the GDS PNR at least 3 working days prior to hotel check-in to avoid any no-show penalties and room wastage.

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

### HOW TO AMEND

To amend a confirmed booking, please cancel the original tour segment (command as shown above) through GDS and rebook.

**Note:** Agents are encouraged to double-check the cancellation and amendment status in the agent website in case of system synchronisation issues.

## SECTION B : TOUR AND BOOKING CODES

FOR PASSENGERS STOPPING OVER IN SINGAPORE EN-ROUTE TO ANOTHER DESTINATION	
<b>SINGAPORE STOPOVER HOLIDAY PACKAGES</b>	<b>TOUR CODE</b>
<b>Basic:</b> Room + One-way Airport-Hotel Shuttle Service + StarHub SIM Card (Worth SGD 10).	SSB20
<b>Value:</b> Room + One-way Airport-Hotel Shuttle Service + Attractions and Deals Bundle.	SSV20
<b>Popular:</b> Room + One-way Airport-Hotel Shuttle Service + Attractions and Deals Bundle.	SSP20
<b>Ultimate:</b> Room + One-way Airport-Hotel Shuttle Service + Attractions and Deals Bundle + Day Pass to Universal Studios Singapore.	SSU20
<b>TRANSIT OPTIONS</b>	<b>TOUR CODE</b>
<b>Airport Transit Lounge</b> For transit passengers with more than 3 hours of transit at Changi Airport. Ambassador Transit Lounge (T3), Plaza Premium Lounge (T1), SATS Premier Lounge (T1 / T3)	LNGE20
<b>Airport Transit Hotel</b> For transit passengers with more than 3 hours of transit at Changi Airport, who had not purchased any stopover or transit package. Aerotel Transit Hotel (T1), Ambassador Transit Hotel (T3)	HCAG20
<b>Airport Transit Hotel</b> For transit passengers with more than 3 hours of transit at Changi Airport, with an existing stopover or transit package in the same travel itinerary. Aerotel Transit Hotel (T1), Ambassador Transit Hotel (T3)	TRAN20
<b>Day Use Hotel (outside airport)</b> Day use package 7am to 9pm * * Duration differs for certain hotels	DAY20

FOR PASSENGERS VISITING SINGAPORE AS A DESTINATION ON A ROUND-TRIP ITINERARY		
<b>EXPERIENCE SINGAPORE HOLIDAY PACKAGE</b>		<b>TOUR CODE</b>
Room + One-way Airport-Hotel Shuttle Service + StarHub SIM Card (Worth SGD 10).		ESH20
<b>SINGAPORE EXPLORER PASS</b>	<b>TOUR CODE (POPULAR)</b>	<b>TOUR CODE (ULTIMATE)</b>
1-Day Pass	SGEP1	SGEPL1
2-Day Pass	SGEP2	SGEPL2
3-Day Pass	SGEP3	SGEPL3
Singapore Explorer Pass (Ultimate) is inclusive of one time access / usage to over 20 attractions and deals offered in the Singapore Explorer Pass (Popular) as well as a <b>Day pass to Universal Studios Singapore</b> .		

### HOTEL BOOKING CODES

NO.	HOTEL	STAR-RATING	BOOKING CODE
<b>SINGAPORE STOPOVER HOLIDAY / EXPERIENCE SINGAPORE HOLIDAY PACKAGES (SSB20 / SSV20 / SSP20 / SSU20 / ESH20)</b>			
<b>Category A (4 Hotels)</b>			
1	Aqueen Heritage Hotel Joo Chiat #	2	XS1225
2	ibis <i>budget</i> Singapore Joo Chiat #	2	XS1250
3	Value Hotel Balestier #	2	XS1251
4	Venue Hotel The Lily #	2	XS1252
<b>Category B (4 Hotels)</b>			
1	Aqueen Hotel Lavender #	3	XS1209
2	Aqueen Hotel Paya Lebar #	3	XS1226
3	Hotel Classic by Venue #	3	XS1253
4	Value Hotel Thomson #	3	XS1208
<b>Category C (6 Hotels)</b>			
1	Aqueen Heritage Hotel Little India #	3	XS1223
2	Hotel Royal ^	3	XS1201
3	ibis <i>budget</i> Singapore Bugis #	2	XS1254
4	ibis <i>budget</i> Singapore Clarke Quay #	3	XS1255
5	ibis <i>budget</i> Singapore Selegie #	3	XS1256
6	YWCA Fort Canning *	3	XS1220
<b>Category D (6 Hotels)</b>			
1	Chancellor @ Orchard #	3	XS1331
2	Days Hotel by Wyndham Singapore at Zhongshan Park #	3	XS1320
3	Hotel Royal @ Queens ^	3	XS1304
4	Link Hotel #	3	XS1303
5	Parc Sovereign Hotel - Albert Street #	3	XS1431
6	V Hotel Lavender #	3	XS1323
<b>Category E (5 Hotels)</b>			
1	Hotel Boss #	3	XS1213
2	Hotel Grand Central #	3	XS1338
3	Hotel Grand Pacific *	3	XS1302
4	Hotel Mi #	3	XS1315
5	Parc Sovereign Hotel - Tyrwhitt #	3	XS1432
<b>Category F (5 Hotels)</b>			
1	Destination Singapore Beach Road *	4	XS1329
2	Furama RiverFront ^	4	XS1408
3	Hotel Miramar Singapore *	4	XS1307
4	ibis Singapore on Bencoolen #	3	XS1317
5	Peninsula.Excelsior ^	4	XS1308

NO.	HOTEL	STAR-RATING	BOOKING CODE
<b>Category G (5 Hotels)</b>			
1	Furama City Centre Singapore ^	4	XS1414
2	Mercure Singapore on Stevens *	4	XS1449
3	Park Hotel Farrer Park #	4	XS1415
4	Ramada by Wyndham Singapore at Zhongshan Park *	4	XS1319
5	YOTEL Singapore #	4	XS1425
<b>Category H (4 Hotels)</b>			
1	Concorde Hotel Singapore ^	4	XS1510
2	Dorsett Singapore #	4	XS1429
3	PARKROYAL on Kitchener Road *	4	XS1321
4	York Hotel Singapore ^	4	XS1416
<b>Category I (4 Hotels)</b>			
1	Carlton City Hotel Singapore #	4	XS1525
2	Carlton Hotel Singapore ^	4	XS1402
3	Grand Copthorne Waterfront Hotel #	4	XS1406
4	Park Hotel Clarke Quay #	4	XS1421
<b>Category J (3 Hotels)</b>			
1	Mandarin Orchard Singapore ^	5	XS1503
2	Orchard Hotel Singapore #	4	XS1423
3	Royal Plaza on Scotts Singapore #	4	XS1480
<b>Category K (4 Hotels)</b>			
1	InterContinental Singapore *	5	XS1530
2	Pan Pacific Singapore ^	5	XS1516
3	PARKROYAL COLLECTION Marina Bay, Singapore ^	5	XS1504
4	Swissôtel The Stamford ^	5	XS1514
<b>Category L (2 Hotels)</b>			
1	The Capitol Kempinski Hotel Singapore #	5	XS1526
2	The Ritz-Carlton, Millenia Singapore *	5	XS1602

**Room Capacity:**

# Maximum 2 persons in a room.

\* Maximum 3 persons in a room.

^ Maximum 2 adults 2 children in a room (no bed for 2<sup>nd</sup> child). Only one extra bed is allowed in a room at maximum. Baby cot is subject to space availability. For YOTEL Singapore, only double beds are available.

AIRPORT TRANSIT LOUNGE / AIRPORT TRANSIT HOTEL / DAY USE HOTEL BOOKING CODES			
NO.	HOTEL	STAR-RATING	BOOKING CODE
<b>AIRPORT TRANSIT LOUNGE</b>			
1	Plaza Premium Lounge (Terminal 1)	-	XS1211
2	Ambassador Transit Lounge (Terminal 3)	-	XS1207
3	SATS Premier Lounge (Terminal 1)	-	XS1196
4	SATS Premier Lounge (Terminal 3)	-	XS1198
<b>AIRPORT TRANSIT HOTEL</b>			
1	Aerotel Transit Hotel (Terminal 1)	3	XS1210
2	Ambassador Transit Lounge (Terminal 3)	3	XS1203
<b>DAY USE HOTEL (7am to 9pm)</b>			
1	Aqueen Hotel Paya Lebar #	3	XS1226
2	Concorde Hotel Singapore ^	4	XS1510
3	Dorsett Singapore #	4	XS1429
4	Four Points by Sheraton Singapore, Riverview *	4	XS1310
5	Furama RiverFront ^	4	XS1408
6	Grand Mercure Singapore Roxy ^	4	XS1403
7	Hotel Grand Pacific *	3	XS1302
8	Hotel Royal ^	3	XS1201
9	Mandarin Orchard Singapore ^	5	XS1503
10	Park Avenue Changi *	3.5	XS1335

DAY USE HOTEL (7am to 9pm)			
11	Park Hotel Farrer Park #	4	XS1415
12	York Hotel Singapore ^	4	XS1416
13	YOTELAIR Singapore Changi Airport #	3	XS1199
14	YOTEL Singapore #	4	XS1425

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**SECTION C: FREQUENTLY ASKED QUESTIONS (FAQ)**

PRICING	
1	<p><b>Q: Where do I find the pricelist for the Singapore Stopover and Singapore Explorer Pass packages?</b></p> <p><b>A:</b> The pricelist is usually inserted within the Singapore Stopover Holiday brochure. If it is not available, please contact the local Singapore Airlines or SilkAir representatives to obtain a copy.</p>
2	<p><b>Q: How to charge for child aged between 2 and 11 years?</b></p> <p><b>A:</b> Child pays an adult twin-share price for a rollaway bed. There is no charge for a second child who shares existing bedding with parents. Pricing for the following room mix is illustrated below: 2A1C / 2A2C / 1A2C = triple-share pricing (3A) Note: Infants under 2 years old are not chargeable / FOC.</p>
SINGAPORE STOPOVER HOLIDAY BOOKING	
3	<p><b>Q: What is the booking timeline?</b></p> <p><b>A:</b> All bookings, amendments and cancellations must be made at least 3 working days prior to arrival into Singapore. Late requests can be emailed to Tradewinds, subject to confirmation.</p>
4	<p><b>Q: How does the TA website <a href="https://www.singaporeair.com/ssh/TA.action">https://www.singaporeair.com/ssh/TA.action</a> help agents?</b></p> <p><b>A:</b> The website enables agents to:</p> <ul style="list-style-type: none"> <li>• Check Hotel Availability.</li> <li>• Access the GDS Booking Code Generator and booking codes.</li> <li>• Check confirmation after booking in GDS system.</li> <li>• Access rates, product related information, Travel Agent Booking Guide and FAQ.</li> </ul>
5	<p><b>Q: What is GDS booking code generator and how do agents access it?</b></p> <p><b>A:</b> GDS code generator is a GUI designed excel file made for agents to free them from having to remember GDS booking commands, tour and booking codes. It is accessible through the TA website <a href="https://www.singaporeair.com/ssh/TA.action">https://www.singaporeair.com/ssh/TA.action</a> and agents are strongly encouraged to use it.</p>
6	<p><b>Q: Why does the agent receive rejection (UC) status despite several attempts to book?</b></p> <p><b>A:</b> The UC status may be a result of several reasons when using manual GDS booking commands. It could be due to business rules validation, hotel unavailability or cryptic command errors. The rejection (UC) messages will be reflected in the agent PNR to guide the agents. Examples of these messages include:</p> <ul style="list-style-type: none"> <li>• REJCTD AS NO INVENTORY AVAILABLE FOR RQST HTL</li> <li>• REJCTD AS INVALID TOUR CODE</li> <li>• REJCTD AS CONFIRMED BKG ALREADY EXIST IN ITIN</li> <li>• REJCTD AS TOUR CODE NOT ELIGIBLE FOR THIS ITIN</li> </ul> <p>To avoid cryptic command errors or UC status, agents are strongly encouraged to use the GDS Booking Code Generator.</p>
7	<p><b>Q: If rooms are not available, will the request be dropped to Tradewinds queue for servicing?</b></p> <p><b>A:</b> No. Agents will be prompted with UC status in the GDS PNR. The original hotel segment must be cancelled before creating another booking for an alternative hotel. To check hotel inventory, access TA website <a href="https://www.singaporeair.com/ssh/TA.action">https://www.singaporeair.com/ssh/TA.action</a></p>
8	<p><b>Q: Why are there multiple duplicated Singapore Stopover Holiday segments for the same check-in/check-out or same/different hotels in the Singapore Stopover Holiday system?</b></p> <p><b>A:</b> Agents may have created multiple duplicate Singapore Stopover Holiday bookings when the tour segment in GDS PNR is still showing PN status due to synchronisation issues between Singapore Stopover Holiday and GDS systems. Agents are encouraged to check the confirmation status in the TA website. To check Hotel inventory, access TA website <a href="https://www.singaporeair.com/ssh/TA.action">https://www.singaporeair.com/ssh/TA.action</a> before rebooking.</p>
9	<p><b>Q: Is there a limitation for room bookings in one PNR?</b></p> <p><b>A:</b> The maximum number of rooms that can be booked is equal to the total number of adults in the PNR. Note: Agents can book up to a maximum of 9 adults in a PNR and there is no restriction on the type of room, i.e. Twin, Triple etc. For groups bookings, please send request to Tradewinds.</p>

SINGAPORE STOPOVER HOLIDAY BOOKING	
10	<p><b>Q: How to book Singapore Stopover Holiday in multiple/split PNR?</b>  <b>A:</b> Create the stopover booking in the primary PNR and indicate TCP in the HTL segment free text field.            Example: OHTLSQNN1SIN12AUG-14AUG/SSH20-TWNB-XS1302/TCP with ZYNUC4</p>
11	<p><b>Q: How to book with Child?</b>  <b>A:</b> Book room type TRPB (triple-share) for 2A1C, 1A2C and 2A2C  <b>Example:</b> OHTLSQNN1SIN12AUG-14AUG/SSH-TRPB-XS1302/2A2C            Note: Only a maximum of 1 rollaway bed can be added to a room, therefore for 2A2C, the second child shares an existing bedding. There are some hotels that do not offer triple-sharing. Check for hotel triple-sharing availability before booking.            Note: TRPB is not available on festive dates 24 and 31 DEC.</p>
12	<p><b>Q: How to book handicap rooms and wheelchair-friendly transfers?</b>  <b>A:</b> Handicap rooms and wheelchair-friendly transfers are available upon request and subject to room limitations. Agents may send requests directly to Tradewinds indicating Singapore Airlines or SilkAir PNR reference, name of hotel, and in/out date. For passengers with wheelchairs (either motorised or non-motorised), we strongly recommend arranging private transfers with ramp access, as seat-in-coach transfers would not be convenient.</p>
13	<p><b>Q: How to make bookings in PNR with group header?</b>  <b>A:</b> The PNR must be ticketed for the air segments first before the stopover booking is made.</p>
PACKAGE ADD-ONS	
14	<p><b>Q: How to request for prepaid add-on items or special requests i.e. smoking rooms?</b>  <b>A:</b> Insert the request as free text remarks in the HTL segment.  <b>Example:</b> OHTLSQNN1SIN12AUG-14AUG/SSH-TWNB-XS1302/LATE C/O TILL 6PM / SMKG RM</p>
15	<p><b>Q: Can breakfast supplement be booked for one day only?</b>  <b>A:</b> No. Breakfast supplement must be applied for the entire stay including the prepaid late check-out (if any).</p>
16	<p><b>Q: Can passenger check-in early after arriving on an early morning flight?</b>  <b>A:</b> No. Hotel check-in time varies between 12pm and 3pm. Book an additional night to secure an early check-in if required. For example, if the flight arrives at 7am on 2 JUN, book check-in on 1 JUN.            Note: Guaranteed early check-in is not available during the months of <del>SEP 2020</del> and SEP 2021.</p>
17	<p><b>Q: For the late check-out option till 6pm and after 6pm, how are the charges calculated?</b>  <b>A:</b> A charge equal to 50% of the additional night rate is applicable for late checkout till 6pm. Insert "Prepaid Late C/O till 6PM" in the HTL segment free text field. If stay is required beyond 6pm, book an additional night. For example, if the flight departs at 11pm on 3 JUN, book a check-out on 4 JUN.            Note: Guaranteed late check-out is not available during the months of <del>SEP 2020</del> and SEP 2021.</p>
18	<p><b>Q: Are private transfer options available?</b>  <b>A:</b> Yes. Passengers can pre-book either one way or return transfers at a charge. Insert "ARR TRF" or "DEP TRF" or "2WAY TRF" in the HTL segment free text field. Bookings must be made at least 7 working days prior to arrival in Singapore. A chauffeur will meet the passengers at the exit of the baggage belt in the Arrival Hall with a name signage. Maximum waiting time is one (1) hour from the time of passengers' flight arrival. For rates, please refer to pricelist (PACKAGE ADD-ONS). Transfer rates are not applicable during <del>Formula 1 2020 from 15-22 SEP 2020 (dates subject to change)</del> and Formula 1 2021 (dates to be advised).</p>
SINGAPORE EXPLORER PASS BOOKING	
19	<p><b>Q: How to insert the date of Singapore Explorer Pass in the booking?</b>  <b>A:</b> Same booking entry as Singapore Stopover Holiday booking. "Check-in" and "check-out" date must be aligned with the flight arrival and departure date. The rooming configuration is always "SGLB"  <b>Example:</b> 1 day Singapore Explorer Pass booking for flight ARR 27 May with DEP 30 MAY for 1A            OHTLSQNN1SIN27MAY-30MAY/SGEP1-SGLB-1A            Note: Pax can make use of the Singapore Explorer pass any day within the duration of his stay in Singapore. The pass is based on countdown upon first redemption.</p>
20	<p><b>Q: How to book for child?</b>  <b>A:</b> Child booking is only valid with an accompanying adult. It must be tagged to one of the adults.  <b>Example:</b> 1 day Singapore Explorer Pass booking for flight ARR 27 May with DEP 30 MAY for 2A1C.            2 separate entries are required as follows            OHTLSQNN1SIN27MAY-30MAY/SGEP1-SGLB-1A            OHTLSQNN1SIN27MAY-30MAY/SGEP1-SGLB-1A1C</p>

TRANSIT BOOKING	
21	<p><b>Q: How to book Transit Hotel stay for 6 hours?</b>  <b>A:</b> Same booking entry as Singapore Stopover Holiday booking. Check-in &amp; check-out must not be the same date.            Note: Check-in date is equal to arrival date into SIN. Maximum occupancy is 2A. For family with children, please book 2 rooms.</p>
22	<p><b>Q: How to book Transit Lounge for 3 hours?</b>  <b>A:</b> Same booking entry as Singapore Stopover Holiday booking. However, the "NN" command refers to the number of pax and rooming configuration is always "SGLB"</p>
EMD ISSUANCE	
23	<p><b>Q: How to issue EMD after booking?</b>  <b>A:</b> Please approach your GDS helpdesk to check on the applicable entries for EMD issuance.</p>
24	<p><b>Q: Can one EMD be issued for both inbound and outbound bookings?</b>  <b>A:</b> No. Issue one EMD for each hotel stay. The date for the associated SVC segment must follow the check-in date of the HTL segment.</p>
25	<p><b>Q: What details to indicate in EMD?</b>  <b>A:</b> Booking details such as hotel name, check-in / check-out dates, Singapore Explorer Pass details, booking confirmation / EMD numbers and prepaid items / special requests (if any) must be shown in EMD.            EMDs must be issued as 618 for passengers travelling on NZ codeshare flights. (instead of 086).            Note: Agents must insert the EMD number in the OSI facts field of the agent PNR once issued to avoid booking cancellation. To avoid mishandling and inconvenience to passengers, please ensure that EMD is issued and presented upon hotel check-in.</p>
26	<p><b>Q: Do passengers need to produce EMD upon hotel check-in?</b>  <b>A:</b> Yes, to avoid mishandling and inconvenience to passengers, do ensure that EMD is issued and presented upon hotel check-in. Passengers arriving without valid EMD will be asked to pay the hotel based on published rate. Agents would have to issue refund for unused EMD.</p>
CANCELLATION / NO-SHOW POLICY	
27	<p><b>Q: What is the cancellation and no-show penalty and how is it charged?</b>  <b>A:</b> For Stopover packages, cancellations within 3 working days prior to hotel check-in date and "no-shows" will be subject to a fee equivalent to first night's stay or the extension night, whichever is higher. For Transit Hotel and Transit Lounge, passengers must check in to the hotel or lounge within 2 hours from flight arrival for the booking to be valid. Otherwise, it will be considered a "no-show" where refunds are not allowed. For Singapore Explorer Pass, cancellations must be made at least 3 working days prior to arrival in Singapore for payment to be refunded.            The fee will be charged to station / agent in accordance to the EMD number indicated in the APAX field of PNR.</p>
REFUNDS	
28	<p><b>Q: Can passenger seek refund for unused shuttle airport transfer or the entire package?</b>  <b>A:</b> No. There is no refund for unused or partially used items in the package unless the cause of the non-utilisation is due to a Singapore Airlines or SilkAir flight delay or disruption. Inclusive benefits are not transferable and cannot be exchanged for cash or any other forms of claims if not utilised.            For cancellations with valid reasons, refunds are allowed if services are completely unutilised. Refunds must be applied within 3 months of cancellations and the original receipt must be presented. Refund will not be processed after this period. Tradewinds and Singapore Airlines reserve the right to charge the cancellation / no-show fees to the agency. Before authorising a refund, do ensure you check with Tradewinds for an approval.</p>
SERVICE FEE	
29	<p><b>Q: Why is service fee charged?</b>  <b>A:</b> Tradewinds impose a service fee of SGD 30.00 for:           <ul style="list-style-type: none"> <li>• Reinstatement of booking cancelled due to missing payment information in the PNR.</li> <li>• Late requests for bookings / amendments made within 3 working days prior to arrival into Singapore. Fees will be charged to the Travel Agent through the respective Singapore Airlines or SilkAir station.</li> </ul> </p>
TRADEWINDS CONTACT DETAILS	
30	<p><b>Q: How to contact Tradewinds?</b>  <b>A:</b> Tradewinds contact details are as follows:            Reservation Email : tradewinds_ssh@singaporeair.com.sg            Customer Service Helpline : (65) 65067733 / (65) 98292557            All reservation requests must be supported by email to Tradewinds.            Please insert the agent email address in the PNR phone field for ease of communication and servicing.</p>

FY2021 Travel Agent GDS Booking Guide – Information is correct at time of printing June 2020.