



# DMCSINGAPORE



Hi **Travellers,**

Greetings from **DMC SINGAPORE !!!**

Largest Singapore DMC In Worldwide, Offering Hospitality Services And M.I.C.E. We Serve Over 1,200 Travel Agencies And Corporate Groups Internationally Through Our Strategic Marketing And Promotional Partnerships With Luxury Singapore Resorts.

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## BOOKING REQUIREMENT

**Check In** : JUN 2024

**Check Out** : JUN 2024

**Pax** : 04 Adults

**Room** :

**Meal Plan** :

**Resort** : 4 Star

**Booking\_ID** : CB4858ID

CP+\*\*The upgrade of the room category is offered by the resort directly subject to availability at resort or under the Christmas & new year booking offers.



## SINGAPORE

**A**n enthralling destination that encompasses a total size of 719.1 square kilometers, Singapore is the only island city-state in the world today. Singapore has a plethora of charming tourist attractions and much to entice visitors. With its most extensive collection of exotic plants and largest tropical orchid garden, Gardens by the Bay provides an unparalleled opportunity for a personalized gardening experience. Indulge in a delicious brunch at the Singapore Zoo and get up close and personal with the orangutans. Feed the giraffes or meet the first Southeast Asian polar bear. Get up close and personal with bottle-nose dolphins. The huge sea aquarium has stingrays, sharks, sea horses, etc.

*Singapore has a full packed travel treasure for you to unravel!*



## **DAY 1: Arrival to the City - Embrace the Extravaganza Delight Of Singapore**

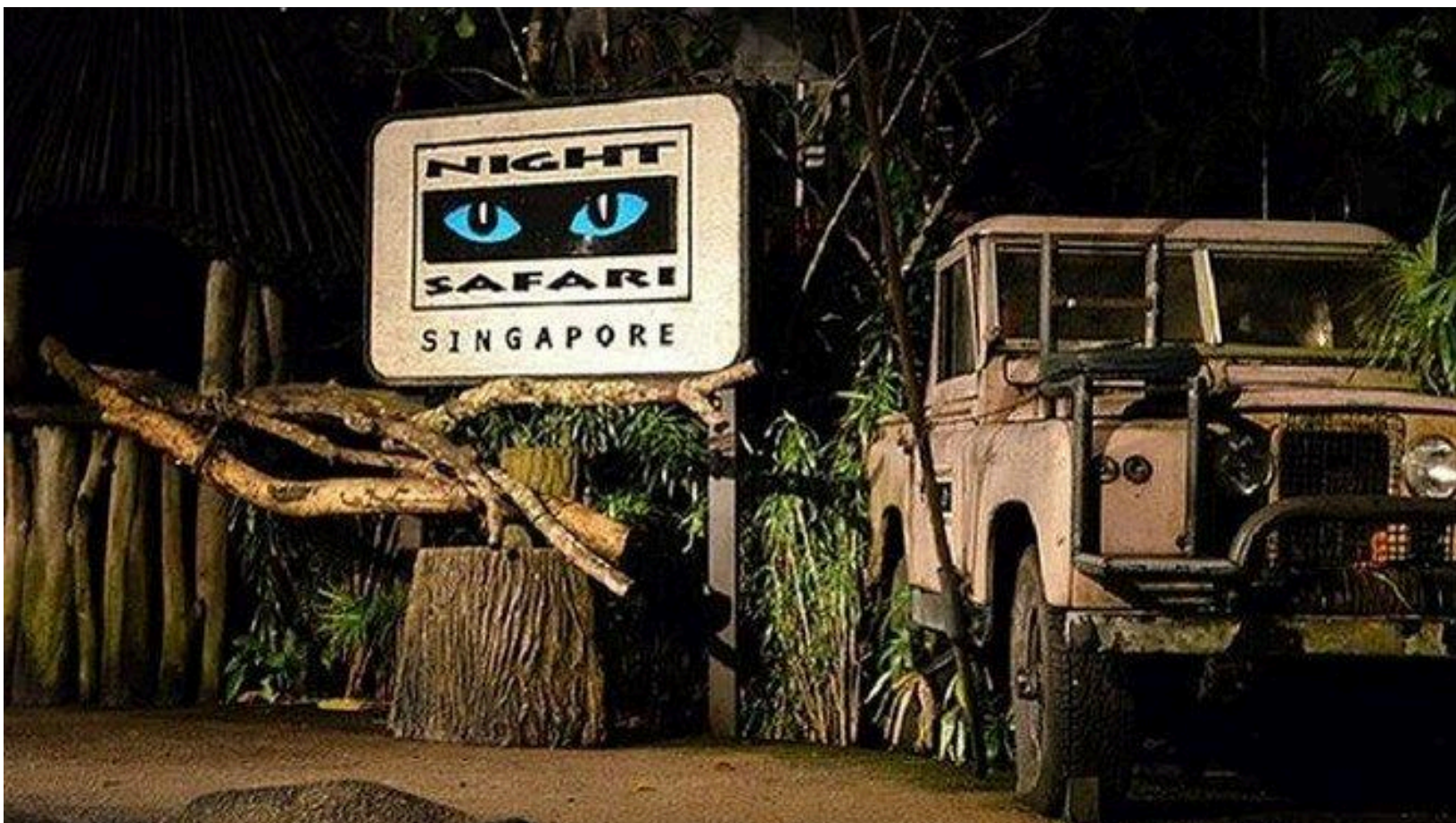
**A**rrive at Singapore Changi Airport, watch the jewels of crown at the airport & spend exploring the beauty of Changi Airport. Transfer to the hotel and make your way to the resort, take in the sights along the way, including its modern structures that incorporate both types, lush green spaces, and vibrant decor! Upon arrival at Singapore Changi Airport, our representative will transport you to your accommodation. Enjoy your afternoon at the hotel.

Stay at the Hotel in Singapore.



## **DAY 02: Relish a tour of Singapore Zoo, Marina Bay SkyPark & Gardens by the Bay**

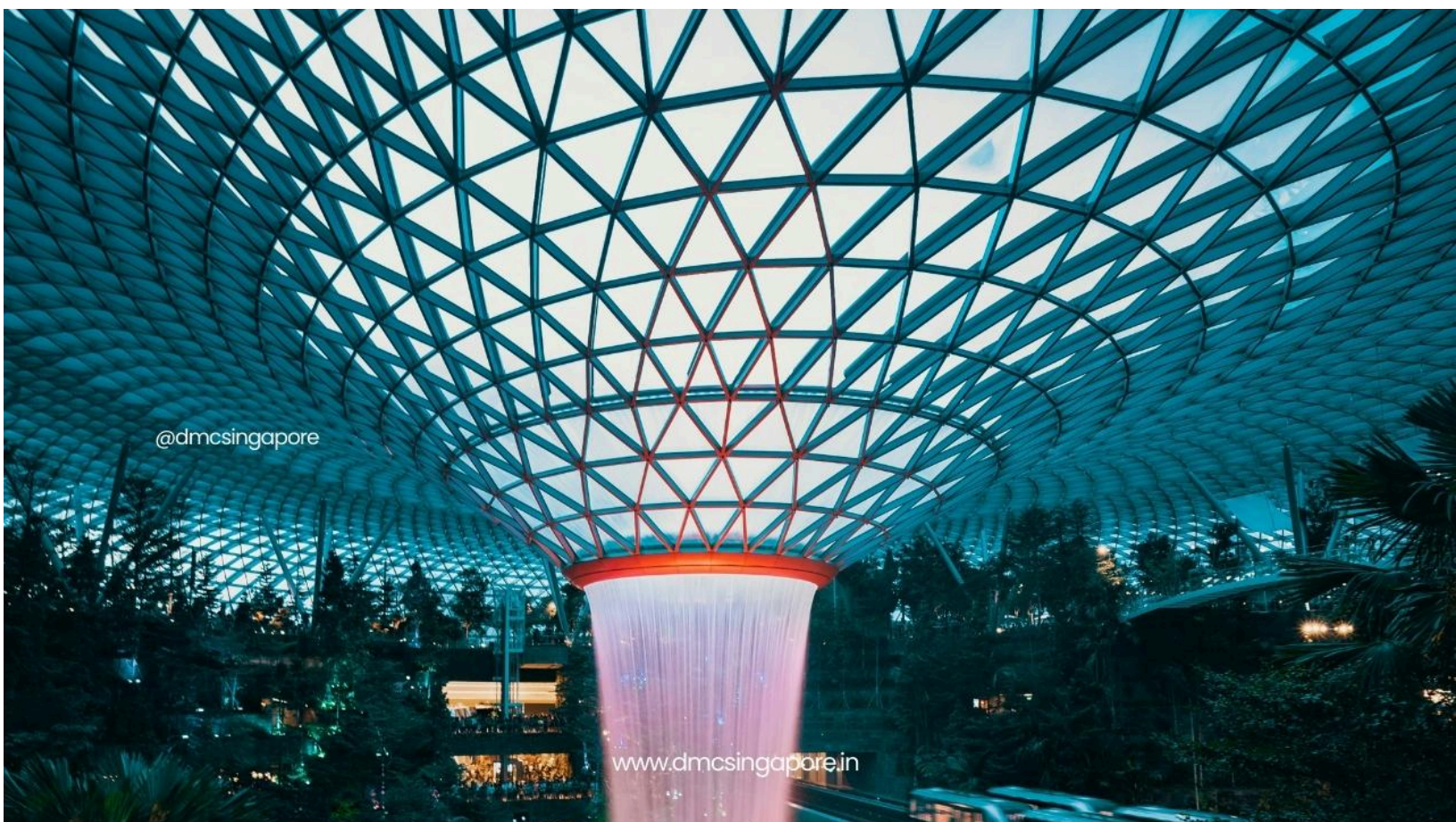
**W**ith more than 2,800 creatures from all around the world, the Singapore Zoo provides visitors with an immersive wildlife experience. Discover verdant environments, take pleasure in hands-on displays, and see fascinating animal performances. Combine a visit to Marina Bay SkyPark and Gardens by the Bay (New Flower Dome and Supertree Observatory) to experience two of Singapore's most famous sights in one go. Explore colorful gardens, stunning floral displays, and expansive cityscapes from the observation deck of SkyPark. It's an amazing journey across Singapore's botanical wonders and skyline.!



## DAY 03: Savour a Night Safari Exploration & Unveil the Alluring Experiences

**L**earn about **Night Safari**. The first nighttime zoo in the world is in Singapore. As night strikes, come across over 2,500 creatures from various ecosystems. Discover the fascinating world of **nocturnal wildlife** with immersive tram rides and themed walks. Under the skies, an amazing journey is in store.

Stay at Hotel in Singapore.



## Day 04 : Drop At The Airport & Departure with Memories

**F**inal farewell to your ravishing voyage! Drop At Singapore Changi Airport, with your luggage intact. Ride the morning jet out of Singapore and get back on the path of travel. With lifelong memories, your adventure continues.



## **IBIS NOVENA, SINGAPORE**

Ibis Singapore Novena is a 3-star hotel near Irrawaddy and Balestier Roads. It takes 8 minutes to walk to Novena MRT. Guests get free WiFi, international power outlets, and parking. Oopen Pasta and Grill offers a buffet breakfast and several savoury a la carte options. Hotel guests get 20% off Oopen Pasta and Grill cuisine, limitations apply. Oopen Pasta and Grill provides breakfast and several a la carte dishes. Free WiFi, parking, and international power plugs in all rooms make your stay easy and comfortable. From the 4-star ibis Singapore Novena on Irrawaddy Road and Balestier Road, visitors can conveniently reach everything of Singapore. Orchard Road retail centre is 2 MRT stations away, and Singapore Zoo is 20 minutes away!



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## **IMPORTANT POINTS**

- Food and beverage are for your own consumption; beverages are served one glass at a time, while at the resort's restaurants or bars.
- All guests registered in the same room must be on the same meal plan
- Alcoholic beverages will not be served to anyone younger than 18 years of age.
- Management reserves the right, not to serve alcoholic beverages to inebriated guests.
- There are no refunds or substitutions, and benefits are not transferable to another guest.
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## **PROCEDURES**

- Guests must sign all food and beverage bills.
- Bills do not include prices and no charges will be posted to your hotel account for the benefits included in your Package.
- Package benefits may be enjoyed until the time the guest departs the resort.
- Please remember that charges not included in your Package must be paid upon check-out!
- If you have any questions, please contact Resort Reception or DMC Singapore Team

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## **PACKAGE DOES NOT INCLUDE**

- Food and Beverage served under All-Inclusive plan is ONLY for personal consumption All Guests booked under the same room/villa/suite must be on One plan either on Full Board basis or All-Inclusive basis.
- Guests booked under the same room/villa/suite are strictly not permitted to have a combination of Full Board and All-Inclusive Plans.
- The package is available immediately after check-in and ends at 12.00 on departure day from the resort.
- There are no refunds or substitutions and none of the benefits can be transferred to another person and no accumulation of any entitlement if not used, to the next day. All the other inclusions mentioned & added as 'by DMC Singapore' are on special requests to resorts/complimentary by resort and are not paid. The resort reserves the right to cancel the complimentary request.
- Guests on All Inclusive package are required to sign the bills raised at outlets to acknowledge the consumption, however, guests will not be charged for any item that falls under All Inclusive plan they have paid for (Kindly note that any charges that is not part of the All Inclusive, should be paid direct to resort prior to check-out). The Full board or All Meal-Inclusive Plan guest will have to settle the amount at check-out.
- Wellness Village treatments, Wellness Café & Juice Bar, Diving and Water sports not listed above.
- Beverages from In-Villa Dining, Destination Dining, Mini Bar items not listed above.
- Food from other resorts' restaurants, In Villa Dining, gift shops, minibar items and excursions not listed above.
- To qualify for the Honeymooner, a minimum of 3 Nights stay is required (to be specified at the time of booking - a copy of marriage certificate/registration dated less than 12 months to be presented at the

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time of booking). The rejection of this document may lead to cancellation of honeymoon offers.

- Return Airport Transfers are during Daytime and combined as Scheduled - No Other Than That. Seaplane Airfare or tickets not included other than offered by the resort.
- Early check-in, Smoking Rooms, Non Smoking Rooms, Views, Floors, King, Twin, Adjoining and/or interconnecting rooms are strictly subject to availability upon arrival and at the discretion of the Hotel/Resort. We try our best to accommodate your request but the same cannot be guaranteed prior.
- Increase in the airfare of additional international flight booked, seaplane, speedboat/jetty, cruise, boat, cab, or any mode of transportation, any category of room of resort or hotel, will be borne by the customer directly.
- The validity of passport should be minimum 6 months from intended date of return
- The discounts mentioned in inclusions are offered directly by the resort and reserve the right to cancel anytime. Therefore All dining, Al-a-carte and in-room dining bills & consumptions must be paid at reception before checkout.
- The USD conversion rate would be considered as prevailing as of that day when the final payment is made as per our card rate with ROE + 1.20 Re. (Take Exchange Rate for Xe Exchange Portal).



## RESERVATION POLICY

- The booking constitute of RESORT FARE + TAC (travel agent commission) + Service/Convenience Fee + TSC + GREEN TAX/CITY TAX (If Mentioned under Pricing Section) + GST (if Mentioned under pricing section) + REMITTANCE.
- Payment While Booking Confirmation - 50% of Total Package Cost Next within 07 Days. Payment on T-21 Days Should be - 100% of Total Package Cost to avoid cancellation.
- TSC & Tax Proof Required at the Time of Payment Confirmation.
- Partial Refund or reimbursement for any of the Missed Events will be provided to the customer after the resort's confirmation. Proof of bill is required for reimbursement in any case.
- Any amendment or Rescheduling of travel date is subject to room availability and at the discretion of the resort's policy. Additional charges will apply.
- DMC amendment or rescheduling charges will be calculated as (service cost) Rs.5000/- + GST + Fare (Fare of the product, activity, stay, dining, experience being booked) per person/per change/per night.

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## TERMS & CONDITIONS

- Cancellation Policy is applicable / effective from the date of booking
- DMC Singapore will not be responsible for any grounded/canceled/delayed flights. Any cancellation requests for these flights will have to be placed with the respective airlines.
- On canceling flights marked as "Non-Refundable" on the final travel vouchers, customers will be eligible for a zero refund.
- For Flights marked as "Refundable" on the final travel vouchers, customers will receive a refund as per the details mentioned under the "Cancellation Policy" section of the product and also in the final itinerary shared over the email.
- In case of Additional flights booked and mentioned in the package directly by DMC Singapore it is not liable to refund a customer who is not allowed to board the flight because of invalid passports (validity expired, damaged passports).
- In case of Additional flights booked and mentioned in the package directly by DMC Singapore. Customers are expected to reach the airport ahead of their boarding time (at least 2 hours prior to boarding time). DMC Singapore is not responsible to refund customers (for cases wherein airport transfers are not planned by us) who miss their flights owing to delayed arrival at the airport.
- In case of Additional flights booked and mentioned in the package directly by DMC Singapore. For cases wherein airport transfers are planned by DMC Singapore, flight cancellations due to delayed transfers owing to unforeseen circumstances specific to a region will not be borne by DMC Singapore.
- In case of Additional flights booked and mentioned in the package directly by DMC Singapore. Details about baggage limitations (cabin and check-in) will be furnished as part of the final travel vouchers. Additional costs owing to breached baggage limits will have to be paid by the customer
- The speedboat/seaplane transfers are carried out directly by resort, OTA booking agency, Baku DMC, local service provider in Baku. The cancellation of the transportation due to any circumstances & including weather, tide will not be borne by DMC Singapore' as it does not take further responsibility of transportation. Therefore the airfare/ferry charge whether increased fare or not for speedboat/seaplane will be borne by the traveler.
- In case of Additional flights booked and mentioned in the package directly by DMC Singapore. Certain flight carriers (LCC like Ryanair, Vueling, Voltea etc.) have a mandatory web check-in policy. Failure to comply with this could result in an additional cost to be paid at the airport. DMC Singapore is not liable to refund customers in such circumstances.
- In case of Additional flights booked and mentioned in the package directly by DMC Singapore. DMC Singapore will set meal preferences for customers with airline carriers upon request. However, DMC Singapore has no control over the availability and quality of meals served on the flight. This will be controlled completely by the airline carrier.
- On cancelling hotels which have been marked as "Non-Refundable" on the final travel vouchers, the customer will be eligible for a zero refund.

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- For hotels which have been marked as “Refundable” on the final travel vouchers, refunds and their timelines will be applicable as mentioned under the “Cancellation Policy & Refund Policy” section of the product and in the final itinerary shared over email or any other social media.
  - While DMC Singapore strives to provide the best hotels with world-class amenities, we cannot be held responsible for factors such as hotel staff behaviour, cleanliness and quality of accommodation. Additional costs owing to on-trip room upgrades and additional amenities will be borne by the customer. All hotels changed on-trip (Hotels booked per itinerary cancelled and new hotels booked) will entail a 100% cancellation fee.
  - Entertaining early check-in or late check-out requests is solely based on the discretion of the hotel. DMC Singapore will not be able to process cancellation requests owing to non-availability of these requests.
  - On cancelling activities marked as “Non-Refundable” on the final travel vouchers, the customer will be eligible for a zero refund.
  - For activities, which have been marked as “Refundable” on the final travel vouchers, refunds and their timelines will be applicable as mentioned under the “Cancellation Policy” section & in the final itinerary shared over email.
  - The complimentary inclusions of the resort are dynamic & keep on changing with the change of weather, climate, calamity or exchange of other offers provided including the discounts in tariff.
  - All the complimentary inclusions in the package mentioned and also the one termed under the inclusions section are provided by the resorts and DMC Singapore does not undertake a bond for the same and the services provided by the resort for them.
  - The total refund for activities may include components which vary with international exchange rates.
  - For all transfers, refunds and their timelines will be applicable as mentioned under the “Cancellation Policy & Refund Policy” section of the product and in the final itinerary shared over email.
  - The total refunds for transfers may include components which vary with international exchange rates.
  - To qualify for the Honeymoon Inclusions as Honeymooner, a minimum of 3 Nights stay is required (to be specified at the time of booking - a copy of marriage certificate/registration dated less than 12 months to be presented at the time of booking).
  - The marriage registration certificate is the only authorized document to avail the same. The rejection of this document may lead to cancellation of honeymoon offers.
  - All the cruise activities, including sunset/sunrise cruise, dolphin cruise, local island visit, sandbank tour, and all others mentioned in the inclusions, complimentary section, honeymoon section are subject to weather, sea tides & other facts. Therefore the resort has the right for the denial of the activity & DMC Singapore does not take responsibility for the same. The refund or reimbursement in case will be subject to resort approval.

**NOTE:** NO CASH DEPOSIT ACCEPTED EFFECTIVE 01ST APRIL'19. ANY CASH DEPOSIT MADE WILL BE NON REFUNDABLE/ FORFEITED

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## **REFUND POLICY**

- TSC Paid once to Govt. is Non-Refundable.
- TAC Collected By DMC Against the Service is Non-Refundable. This may vary from resort to resort, amount and category of rooms booked.
- The Refund May Take Upto Minimum 45-60 Days , which Constitutes the ROE Charged on Conversion of USD to INR and Transaction Charges
- In case of reimbursement & refund the invoices & bill receipts are required.

## **CANCELLATION POLICY (IN CASE OF REGULAR CANCELLATION)**

- From Date of booking to 90 days prior to check in – (TAC + TSC + GREEN TAX + GST + REMITTANCE CHARGES + Rs2500/- per person)
- Between 60-30 days - (TAC + TSC + GREEN TAX + GST + REMITTANCE CHARGES + 50% of Total Package Cost)
- Between 30-20 days - (TAC + TSC + GREEN TAX + GST + REMITTANCE CHARGES + 80% of Total Package Cost)
- Between 20 to 0 day from the date of check in or No show- 100% (No refund)
- Complete Installment of Payment Must be Made Before Booking at Cut off Date, Booking Payment Date, Final Payment Date & DOT (Date of Travel) to avoid cancellation due to non-payment or delayed payment.
- It is required to mail at care@b2bBaku.org or connect on +91-11-406-401-87 for informing if installment, emi, payment is delayed.

## **CANCELLATION POLICY (IN REFERENCE TO COVID-19)**

- 100% Refund is Applicable after the Deduction of Remittance Charges, TSC (Service charge) & TAC in case of covid an Cancellation
- Covid Positive Report (Verified by Govt. of India Lab) is Required Prior to Cancellation.

NOTE: ALL THE BOOKINGS MADE ARE NON-REFUNDABLE AT THE END OF DMC Singapore. THEREFORE THE IN CASE OF CANCELLATION WE WILL BE REQUESTING OUR DMC & RESORT FOR THE SAME AND THE SAME AFTER DEDUCTION WILL BE PRESENTED TO CUSTOMERS & AGENTS.

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## PRICING & PAYMENT PLAN

**ADULT :** USD PP

**TOTAL :** USD

**NET PAYABLE (INR) :**

(ALL INCLUSIVE TAX, CITY TAX, GREEN TAX, GST, INDIAN GOVT. TAX)

**BOOKING AMT :**

(Booking Payment 28/01/2024)

**BALANCE AMT : (CUT OFF DATE)**

(Final Payment 25/01/2024)

**Reservations :** [reservations@dmcsingapore.in](mailto:reservations@dmcsingapore.in)

**Customer Care :** [care@dmcsingapore.in](mailto:care@dmcsingapore.in)

**International Helpline :** +65 6212 9686, +65 6212 9660

NOTE: PLEASE READ ALL THE BOOKING INFORMATION ABOVE. THE ATTACHMENT OF THIS DOCUMENT IN THE MAIL OR ANY OTHER SOCIAL MEDIA IS TO BE CONSIDERED AS AGREED & READ BY THE CUSTOMER. ALL THE ABOVE PHOTOS ARE FOR MARKETING PURPOSE AND CAN BE DIFFERENT IN REAL DUE TO VARIOUS FACTORS.