

**FREQUENTLY ASKED QUESTIONS (FAQS) ON THE STAYCATION PACKAGES
SUBSIDY SCHEME FOR MOE STAFF**

1) Who is eligible for this subsidy?

All staff employed by the Ministry of Education (MOE) is eligible for this subsidy.

2) How long is the duration of this scheme?

This scheme is valid for stays at these appointed hotels from 4 September 2020 to 31 December 2020 (unless otherwise stated in the terms & conditions of the hotel)

3) How much is the subsidy?

The subsidy amount is \$50.00 nett for the first 100 staff who booked and checked-in with any of the 20 appointed hotels within the promotion period from 4 September 2020 to 31 December 2020.

4) Can I use the subsidy more than once?

No. Each staff is only allowed to claim a one-time subsidy for their Staycation on a first-come-first served basis at any of the 20 appointed hotels.

5) Are MESRC Associate and Corporate members eligible for this subsidy?

No. They are not eligible for this subsidy.

6) Are staff from independent schools eligible for this subsidy?

No. They are not eligible for this subsidy.

7) Are staycations allowed in Phase 2?

Yes, staycations are allowed during Phase 2. These appointed hotels have approval from the Singapore Tourism Board (STB) to resume provisions of accommodations to guests for the purpose of leisure (e.g. staycations). However, the hotels must adhere to various safe management practices.

8) Are the promotion rates inclusive of GST and other service charges?

No. The promotion rates stated in the hotel's flyer are subjected to 10% service charge and 7% prevailing government taxes.

9) How do I book my staycation?

All reservations will be via hotel coordinator or central reservation link for our staff to make the booking.

10) How do I get this subsidy?

Staff must book with one of the 20 appointed hotels and is amongst first 100 bookings with the appointed hotels to be eligible for this subsidy. Staff must be present with their MOE staff pass to check-in at the hotel for verification (no proxies allowed). The hotel will record your full name (as in NRIC), contact number, MOE email address and last 4-characters of NRIC (e.g.XXXX567A). During check-out, the hotel will deduct S\$50.00 nett from the final bill.

11) Can I transfer my booking to another person(e.g. family members, etc)?

No. The booking under your name is not transferable to another person.

12) Can I use this subsidy at other hotels?

No. This subsidy is not applicable at other hotels.

13) What if I cancel my booking for the staycations at the last minute?

Some appointed hotels such as The Capitol Kempinski Hotel, Oasia Hotel Downtown's bookings must be made with a valid credit card to secure the reservation as part of their terms and conditions. If staff cancelled at the last minute and the hotel billed you for the cancellation. Please note that you are not eligible for the \$50.00 nett subsidy.

14) I booked the hotel via online rate, am I entitled to the subsidy?

No, the subsidy is only applicable to the staycation package we have agreed with the hotel only. If staff book any online rate, they are not entitled for the subsidy.

15) I booked the hotel earlier, am I entitled to the subsidy?

No, the subsidy is valid for new booking only.

16) I booked the hotel but did not see any mention of the 50 dollars subsidy?

The hotel will review the list of bookings and email our staff separately.

17) I would like to check if the following promotion is open to Flexi-Adjunct Teachers employed by MOE?

The promotion is for full-time MOE staff with MOE staff pass and MOE email only. Unfortunately, the subsidy scheme is not open to Flexi-Adjunct Teachers employed by MOE.

18) I would just like to check if new staff are eligible for this incentive scheme as I have not yet received my staff card?

Yes, new staff is eligible but they must have a temp pass issued by MOE with "MOE" sticker on it. Staff must be prepared to show letter of appointment from HR, just in case verification is required.

19) I would like to check how would we know if we are among the first 100 staff to book the staycation?

The hotel will have a record of all MOE bookings and ensure that the 100 limits does not exceed. The hotel will check for duplicate bookings and inform staff because the MOE subsidy can only be used once.

20) According to the FAQ: "All reservations will be via hotel coordinator or central reservation link for our staff to make the booking." May I know if the hotel coordinator or central reservation link is basically the link that is stated in the attached pdf document on the list of appointed hotels?

With reference to point 9 in the FAQ: All reservations will be via hotel coordinator or central reservation link for our staff to make the booking. The central reservation link can be found on the hotel flyer. For some hotels, they require you to email the coordinator or submit a form. Each hotel has different processes to make the room booking.

21) My wife booked a staycation with XXXX hotel (one of the 20 hotels collaborating with MOE for the subsidy). She booked with her name to enjoy an offer. Can I still get the \$50 subsidy when i show my MOE pass upon check in on 4 Sept?

The subsidy scheme is valid for new booking only. If the booking was made earlier and not under your name, you will not be eligible for this subsidy scheme

22) May I ask how we should go about the reservation in order to get the \$50 subsidy? Should we contact the hotel directly to make our booking?

Each of the 20 hotels have different promotions, so it's best to contact the hotel directly to make your booking. Most of the hotels will deduct \$50 off from your total bill.

23) Can I clarify if you are referring to the 20 packages on the MESRC website. I.e. If I book a stay at one of 20 hotels but not the staycation package, then I cannot use the subsidy?

Yes, you need to book the staycation package as stated in the flyer. The hotels have many types of promotions with other organisations and public. The hotels have created this offer specially for MOE staff.

24) If my husband and I are both MOE staff, are we eligible for a \$100 off from our final bill?

Yes, if both husband and wife are MOE staff with MOE staff pass and MOE email, they are eligible for two subsidies (\$50 x2). The condition is the booking must be under different name for the hotel stays.

25) Is the subsidy for all staycations with these 20 hotels or only on the staycation packages on the MESRC website?

The subsidy scheme is applicable to the 20 appointed hotels only.

26) Must the booking be done between 4 Sep and 31 Dec? Or are you referring to the dates of stay?

Booking can be done from 2 Sep 2020, but the stays must be between 4 Sep to 31 Dec 2020.

27) When booking with the hotel, do we need to indicate that we will be using the subsidy, so that the hotel is able to know if we are the first 100 bookings?

When you book with the hotel, you need to inform them that you will be using the subsidy. The rates on the flyer are before 7% GST and 10% hotel taxes. For e.g. if your total bill is \$294.25 nett (\$250++), the hotel will deduct \$50 nett and you

pay \$244.25 only. For your information, the hotel will bill MESRC back the \$50 nett at the end of each month

28) I'm an untrained teacher at XXX School. I would like to check if I can also make bookings and enjoy the \$50 discount under the MESRC Staycation Subsidy Scheme. I don't have an MOE staff pass.

To be eligible for the MESRC Subsidy Scheme, staff must produce their MOE staff pass at the hotel for verification and have an active MOE email.