

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

1) Who is eligible for this subsidy?

All full-time staff of Ministry of Education (MOE) is eligible for this subsidy **except** staff from Independent or Specialised Schools, Flexi-Adjunct Teachers, NIE trainees, MOE Seconded staff, MESRC Associate and Corporate members.

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

No. They are not eligible for this subsidy.

3) How long is the duration of this scheme?

This scheme is valid for stays at these appointed hotels from 1 May 2021 to 31 July 2021 (unless otherwise stated in the terms & conditions of the appointed hotel)

4) 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 1 May 2021 to 31 July 2021

5) 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. Upon reservation, please clearly indicate in your email to the hotel staff if you've utilised the claim before in the other appointed hotel.

6) 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 unless otherwise stated.

7) Are staycations allowed in Phase 3?

Yes. Staycations are allowed during Phase 3. 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) How do I book my staycation?

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

9) 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.

10) How should we go about the reservation in order to get the \$50 subsidy?

Should we contact the hotel directly to make our booking?

Each of the appointed 20 hotels have different promotions, so it's best to contact the hotel directly to make your booking and to check the room availability.

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, only with the 20 appointed hotels.

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

Some appointed hotels will require a valid credit card to secure the reservation as part of their terms and conditions. If staff cancelled at the last minute, charges may be applied for the cancellation. Please note that you are not eligible for the \$50.00 nett subsidy for any cancellation charges incurred.

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. If staff book any online rate, they are not entitled for the subsidy.

15) I booked the hotel before the email on this staycation was received but my stay is within the promotion period, am I entitled to the subsidy?

No. The subsidy is valid for new booking made after the Staycation subsidy scheme email was sent.

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

The hotel will review the list of bookings and email our staff accordingly if they are eligible.

17) Are new MOE employed staff 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.

18) 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 within their record and inform staff accordingly if they are amongst the first 100 staff to book.

19) My wife who is non-MOE staff booked a staycation with XXXX hotel under her name (from one of the appointed 20 hotels). Can I still get the \$50 subsidy when I show my MOE pass upon check in?

No. The booking must be made under your name. Any booking made earlier before our email on this scheme will not be eligible as the subsidy is valid for new booking only.

20) If I book a stay at one of the other hotels but not under the staycation subsidy package, can I still be entitled for the subsidy?

No. You will need to book under the Staycation subsidy package in order to enjoy the \$50 subsidy as the 20 appointed hotels have created this offer specially for MOE staff.

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

Yes, provided there are two bookings made under two individual staff names. Husband and wife must book separately to enjoy \$50 subsidy. If they want to stay for 2 nights at the same hotel using the \$50 subsidy x 2 staff eligibility, they need to inform the hotel to arrange the stay at the same room even though booking is under 2 staff names. If they book for one-night stay, only one \$50 is applicable.

22) Is the subsidy applicable for all staycation promotion posted on MESRC website?

The subsidy scheme is applicable to the 20 appointed hotels only. You can click on “Promotion” and under category, select “Subsidy Scheme” where you will be able to view the 20 appointed hotels staycation packages.

23) When booking with the hotel, do we need to indicate that we will be using the subsidy?

Yes, upon booking with any of the appointed 20 hotels, you'll need to inform them that you will be using the subsidy if you have not utilised it in any of the other hotels. If you have utilised the subsidy in one of the other hotels, please inform the hotel so that they will not give the subsidy to you.

Upon checkout, please check your final billing to make sure that the subsidy is given or not supposed to be given accordingly. For your information, the hotel will bill MESRC the \$50 nett subsidy at the end of each month.

24) Is the subsidy eligible for multiple reservations not on the same day?

Yes, multiple reservations by MOE staff on different dates are allowed. However, each eligible staff is only allowed to claim a one-time subsidy of \$50.00 nett for their Staycation on a first-come-first served basis at any of the 20 appointed hotels. For the subsequent reservations (e.g. 2nd booking, etc.), staff will enjoy the special corporate rates by the appointed hotels as stated on the flyer without any subsidy.