

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

### **1) Who is eligible for this subsidy?**

All Ministry of Education (MOE) staff is eligible for this subsidy except staff from Independent or Specialised Independent Schools, Specialised Schools, NIE trainees, MOE Seconded staff, Flexi-Adjunct & Contract staff, MESRC Associate and Corporate members. This is because the budget provided by MOE to MESRC is computed based on the established posts in Government and Government-Aided schools.”

### **2) How long is the duration of this scheme?**

This scheme is valid for stays at 25 appointed hotels between 1 October 2021 to 31 December 2021 (unless otherwise stated in the terms & conditions of the appointed hotel)

### **3) How much is the subsidy?**

Each eligible staff is only allowed to claim a one-time subsidy of \$50.00 nett for their Staycation from 1 October 2021 to 31 December 2021 on a first-come-first served basis at any of the 25 appointed hotels.

### **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 25 appointed hotels. Upon reservation, staff should clearly indicate in their email to the hotel staff if they have utilised the claim before in the other appointed hotels.

### **5) I had utilised the \$50 one-time subsidy for the last scheme from May 2021 to July 2021. Can I use this one-time subsidy again?**

**Yes.** This is a fresh new scheme so eligible staff may use the subsidy to book their staycations at any of the 25 appointed hotels between 1 October 2021 to 31 December 2021.

### **6) Are the promotion rates inclusive of GST and other service charges?**

**No.** The promotional rates stated in the hotel’s flyer are subjected to 10% service charge and 7% prevailing government taxes (unless otherwise stated in the flyer).

**7) Are staycations allowed in current Phase?**

**Yes.** Staycations are allowed during the current phase. The 25 appointed hotels have approval from the Singapore Tourism Board (STB) to provide leisure bookings (e.g. staycations). However, the hotels must comply with all the mandatory measures set by STB.

**8) How many people can be in a hotel room?**

Allow no more than 2 individuals (including guests and visitors) gathering on any single day in any guest room or in any pair of adjoining guest rooms where the connecting door(s) may be opened by guests during the stay (i.e. inter-accessible rooms), except where the individuals are all from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type e.g. 2 individuals for a double room, whichever is the lower. This is subjected to change based on government guidelines.

**9) Can I Dine-In in the Hotel Restaurant?**

**Yes.** Groups of up to 2 individuals will be allowed to dine-in at F&B establishments if all the diners are fully vaccinated. If a group comprises 2 such children, both children must be from the same household (proof of same address required). This is subjected to change based on government guidelines.

**10) Can I Use the Hotel Facilities Such as Pool, Gym & Spa?**

**Yes.** You will need to check in with the hotel you have booked with. The availability depends on whether the hotel complies with STB regulations. Services which require masks to be removed such as spas, facials, etc.) will be allowed if you are fully vaccinated. This rule applies as well to facilities such as gym and saunas. While exercising, playing, etc. it is important to note that physical distancing measures apply.

**11) Can my children join me for the staycation?**

**Yes.** Your children can join you for the staycation provided they are all from the same household (proof of same address required). For example, 2 parents and 2 kids from the same household is allowed. However, the above rule is subject to the maximum occupancy allowed for the room type.

**12) How do I book my staycation?**

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

**13) How do I get this subsidy?**

Eligible staff must be present with their original MOE staff pass to check-in at the hotel for verification (no proxies allowed). Staff must book with one of the 25 appointed hotels and is amongst first 100 bookings with the appointed hotels to be eligible for this subsidy. The hotel will record your full name (as in NRIC), contact number, MOE email address (i.e. moe.gov.sg; moe.edu.sg; and schools.gov.sg) and last 4-characters of NRIC (e.g.XXXX567A). During check-out, the hotel will deduct S\$50.00 nett from the final bill.

**14) How should we go about the reservation in order to get the \$50 subsidy?  
Should we contact the hotel directly to make our booking?**

Yes, each of the appointed 25 hotels have different promotions, so it's best to contact the hotel directly to make your booking and to check the room availability.

**15) 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.

**16) Can I use this subsidy at other hotels?**

**No.** This subsidy is not applicable at other hotels, only with the 25 appointed hotels.

**17) 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.

**18) 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.

**19) 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.** Staff who had make booking earlier i.e. before 30 September 2021 for staycation from 1 October 2021 to 31 December 2021 are not entitled to this subsidy. The subsidy is valid for new bookings only.

**20) 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 and the subsidy had been not fully utilized.

**21) 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.

**22) 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 during the promotion period subject to our budget for the Staycation Subsidy Scheme. The hotel will check for duplicate bookings within their record and inform staff accordingly if they are amongst the first 100 staff to book.

**23) My spouse who is non-MOE staff booked a staycation with XXXX hotel under his/her name (from one of the appointed 25 hotels). Can I still get the \$50 subsidy when I show my MOE pass upon check in?**

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

**24) 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 25 appointed hotels have created this offer specially for this scheme for MOE staff.

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

**Yes**. If husband and wife are both MOE staff, they are eligible for a \$100 off from final bill 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 in advance 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.

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

The subsidy scheme is applicable to the 25 appointed hotels only. You can click on “Promotion” and under category, select “Subsidy Scheme” where you will be able to view the 25 appointed hotels staycation packages.

**27) 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 25 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.

**28) 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 25 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.