

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, 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 appointed hotels and resorts between 1 October 2022 to 31 December 2022. (Unless otherwise stated in the terms & conditions of the appointed hotel and resort)

3) How much is the subsidy?

Each eligible staff is allowed to claim a one-time subsidy of \$60.00 nett for their staycation from 1 October 2022 to 31 December 2022 on a first-come, first served basis at any of the appointed hotels and resorts.

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 appointed hotels and resorts. Upon reservation, staff should clearly indicate in their email to the hotel or resort if they have utilised the claim before in the other appointed hotels.

5) I had utilised the one-time subsidy during the last scheme. 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.

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

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

7) How do I book my staycation?

All reservations will be via hotel or resort coordinator or central reservation link for staff to make the booking. More details are printed on each flyer.

8) How do I get this subsidy?

Eligible staff must be present with their MOE staff pass to check-in at the hotels or resorts for verification (no proxies allowed). Staff must book with one of the appointed hotels or resorts and is amongst first 100 bookings with the appointed hotels or resorts to be eligible for this subsidy. The hotel or resort staff 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 only) and last 4-characters of NRIC (e.g.XXXX567A). During check-out, the hotel will deduct S\$60.00 nett from the final bill.

9) How should we go about the reservation to get the \$60 subsidy? Should we contact the hotel directly to make our booking?

Yes, each of the appointed hotels and resorts have different promotions, so it's best to contact the hotel directly to check on the room availability and make your booking. More details are printed on each flyer.

10) 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.

11) Can I use this subsidy at other hotels or resorts not listed for the staycation scheme?

No. This subsidy is not applicable at other hotels or resorts other than the appointed hotels.

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

Some appointed hotels and resorts 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 \$60.00 nett subsidy for any cancellation charges incurred.

13) I have booked the hotel or resort 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 or resort. If staff book any online rate, they are not entitled for the subsidy.

14) I have booked the hotel or resort 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 before 30 September 2022 for stay between 1 October 2022 to 31 December 2022 are not entitled to this subsidy. The subsidy is valid for bookings made from 1 October 2022 onwards.

15) I have booked the hotel or resort but did not see any mention of the \$60 subsidy?

The hotel or resort will review the list of bookings and email our staff accordingly if they are eligible and the subsidy had been not fully utilized.

16) Are new MOE employed staff eligible for this incentive scheme as I have not yet received my staff card?

Yes, new staff are 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.

17) How would we know if we are among the first 100 staff to book the staycation?

The hotel or resort will have a record of all MOE bookings during the promotion period subject to our budget for the Staycation Subsidy Scheme. The hotel or resort will check their bookings and inform staff accordingly if they are amongst the first 100 staff to book.

18) My spouse who is non-MOE staff booked a staycation with XXXX hotel or resort under his/her name (from one of the appointed hotels or resorts). Can I still get the \$60 subsidy when I show my MOE pass upon check in?

No. The booking must be made under MOE staff name only and is valid for new bookings only during our staycation scheme period.

19) If I book a stay at one of the other hotels or resorts 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 to enjoy the subsidy as the appointed hotels have created this offer specially for this scheme for MOE staff.

20) If my spouse and I are both MOE staff, are we eligible for a \$120 off from our final bill?

Yes. If husband and wife are both MOE staff, they are eligible for a \$120 off from final bill provided there are two bookings made under two individual staff names. Husband and wife must book separately to enjoy \$60 subsidy. If they wish to stay for 2 nights at the same hotel or resort using the \$60 subsidy x 2 staff eligibility, they need to inform the hotel or resort 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 \$60 is applicable.

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

To view all appointed hotels for this staycation scheme, you will need to login and click on "Promotion" and select "Subsidy Scheme" where you will be able to view all appointed hotels and resorts staycation packages.

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

Yes, upon booking with any of the appointed hotels or resorts, 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 or resorts. If you have utilised the subsidy in one of the other hotels or resorts, please inform the hotel accordingly.

Upon checkout, please check your final billing to make sure that the subsidy is given if you are eligible. More details are printed on each flyer.

23) 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 \$60.00 nett for their Staycation on a first-come, first-served basis at any of the appointed hotels and resorts. For the subsequent reservations (e.g., 2nd booking, etc.), staff will enjoy the special corporate rates by the appointed hotels or resorts as stated on the flyer without any subsidy.