

## **FREQUENTLY ASKED QUESTIONS (FAQS) FOR CHANGI TRAVEL CIRCLE MEMBERS**

### **GENERAL MATTERS**

#### **Why has Changi Airport Group launched Changi Travel Circle?**

The pandemic has disrupted our usual engagements with our travel trade partners, like yourself. Thus, we launched Changi Travel Circle, a B2B programme and platform aimed at engaging travel trade partners, from around the world for all things Singapore Changi Airport and Jewel Changi Airport.

#### **I'm already very familiar with Singapore and Changi Airport. How else can I benefit from joining Changi Travel Circle?**

Changi Travel Circle now rewards you for doing what you know best and allows you to continue keeping abreast on the latest happenings at Changi Airport and Jewel. Share Changi Airport's social media posts and referring Changi Travel Circle to your friends so that we can better connect with and serve the travel community.

#### **Do I need to pay any membership fees for joining Changi Travel Circle?**

Membership is free.

#### **Who can join as a member today?**

We are now onboarding outbound travel agents to join as Members.

#### **Changi Travel Circle looks interesting. But I'd like to find out more before signing up.**

Join us anyway and catch one of our webinars to learn more about what Changi Travel Circle can do for you and your business. Else, you can drop us a note via the Contact Us page with your questions.

#### **I am unable to join Changi Travel Circle.**

Please drop us a note via the Contact Us page with screen shots and / or descriptions of the difficulties you are facing.

### **CIRCLE POINTS & ACCOUNT-RELATED MATTERS**

#### **My account shows an incorrect number of Circle Points.**

Please allow up to ten (10) working days from the time of completion of the activity or submission of a claim for your points to be reflected in your account. Else, please drop us a note via the Contact Us page and we will be in touch with you shortly.

#### **I am joining another travel company. Can I retain my Circle Points?**

Updated 1 Jun 2021

Yes, you can. Please update your Changi Travel Circle account with your new email address. Circle Points that you've earned so far will continue to be valid till their respective expiry dates.

**What rewards can I get in exchange for my Circle Points?**

Rewards may differ from month to month and are issued every month. Typically, you will receive electronic gift vouchers for use at your local merchant.

**Can I cancel my Changi Travel Circle account? I am leaving my role and the travel industry.**

Please drop us a note via the Contact Us page with your request and details so that we can help you with this.

**MARKETPLACE MATTERS**

**A Marketplace listing is inaccurate.**

Please drop us a note via the Contact Us page with screen shots and / or descriptions of the listing's inaccuracy, and we will look into it.

**I only want to view listings from a particular Partner. How can I do so?**

You can do so by visiting the Partner's dedicated store on Changi Travel Circle. However, we encourage you to browse products from different Partners to expand your options.

**None of the listings on the marketplace suit my business' needs. Can I request for a customized itinerary that is suitable for my business?**

You can Create a Project (from Marketplace or My Account pages), list down your customised specifications and invite Partners to respond to your Project.

**Is there an easy way for me to compare both listings side by side?**

You can do so by using the "Add to Compare" button for each listing.

**What does it mean to Accept a Quote on the Marketplace?**

It means that a Member is agreeable to the price quoted by the Partner on Changi Travel Circle and does not need to negotiate further. Once a Quote is accepted, a Member is giving permission to the Partner to reach out to him / her separately via their listed Business Email, to continue discussions not limited to contracting, fulfilment and payment.

**Can I make a booking and pay for a product on the Marketplace?**

No. Once you are ready to accept the Quote provided by the Partner, please take your advance discussions offline, and transact according to their company's terms.

Updated 1 Jun 2021

## **WEBINAR MATTERS**

### **I have missed the deadline to sign up for the webinar. Can I still join?**

Please drop us a note via the Contact Us page at least one (1) working day prior to the webinar, and we will try to slot you in should availability allow.

### **I did not receive the webinar confirmation.**

Please check that the email is not directed to your Junk Mail folder. If it's not there, you can drop us a note via the Contact Us page.

### **I missed the webinar session. Is there a recording which I can access instead?**

Yes, you may check our Webinar Archives for the recording after ten (10) working days. However, you will need to register as a Changi Travel Circle member first.

## **OTHER MATTERS**

### **My question is not addressed in this FAQ. Who can I reach out to for more information?**

You can drop us a note via the Contact Us page, and we will respond within five (5) working days.