

This content is prepared by Changi Airport Group's Changi Travel Circle for Singapore Inbound Operators

CHANGI
Travel Circle



Changi Travel Circle is a B2B digital programme for travel trade partners around the world for all things Singapore Changi Airport and Jewel Changi Airport.

Visit us at ChangiTravelCircle.com

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For more information about the VTLs, please refer to the relevant government websites (ICA, MOH, etc.). For up-to-date information about Changi Airport and its processes, please refer to: <https://travelcircle.changiairport.com/resource-hub>

Frequently Asked Questions

Safe Travel Concierge

For group booking of the arrival Covid-19 PCR test, how many passengers can I place on one group booking Excel file?

Each group booking Excel can only hold 50 records. Do note that all travellers in one Excel must be of the same traveller type (e.g. returning Singapore Citizen, Short Term Visitor, etc.).

Can we use the same email address for multiple applications on the STC app?

Yes, each Safe Travel Concierge account, tagged to the one email address, can make up to 200 bookings. The account holder would be asked to input travellers' email address in the group booking Excel. Please use the travellers' email address as this will be the address to receive PCR result. Travel agents are not allowed to receive the PCR result due to PDPA, unless you have explicit consent from travellers to do so.

Is there a limit on the number of passengers that I can apply for?

There is a limit of 200 active pax per email account. Past bookings on trips that have passed will not be counted into this 200. If you'd like to book OATs for 220 pax, you will need to create 1 account and submit 4 x Excel sheets (50 pax per excel) and create another account to book the remaining OATs for the 20 pax.

If we are to book and pay for OAT for our clients, would they need to be given any documents to present on their arrival for the test?

Yes. A QR code will be sent via email to the Safe Travel Concierge account holder (ie. the person who made the booking). Passengers must present the QR code at the testing facility.

Can I edit my On-Arrival Test date once I've made a booking?

Yes. You may edit the travel details of your booking up till 7 days after your scheduled arrival. On the 'My Trips' page, click on the specific trip you wish to edit the associated booking details of. Scroll down and edit your details accordingly. Alternatively, you can edit your trip details and the changes will be reflected in your Arrival COVID-19 Test booking accordingly.

For more information or Frequently Asked Questions about On-Arrival Tests and Safe Travel Concierge, please refer to: https://safetravel.changiairport.com/concierge/data/STC_FAQ_EN.pdf

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Arrival

How will the arrival journey be like at Changi Airport?

Please refer to our video about the on-arrival procedures at Changi Airport [here](#).

On arrival at immigration, are there dedicated lanes for families or solo travellers on MICE travel?

There are no dedicated counters for MICE delegates. Solo travellers can use any of the arrival immigration counters and there are special assistance counters at arrival immigration for families and passengers with reduced mobility.

Would an itinerary with passenger name and arrival flight number be sufficient for our M&G service staff to meet guests at arrival hall? Or must it be a flight itinerary?

An itinerary with the passenger names and arrival flight number is sufficient. Do remind the meet & greet agents to bring along a name card or any identifier to show that the M&G service staff is a professional meet & greet and/or a part of a travel agency.

How much is the On-Arrival PCR Test and how long will the results take to be released?

The On-Arrival PCR Test costs SGD\$125. The test results will be communicated to the traveller within 24 hours via call or email.

What transport options can passengers take from Changi Airport to their hotel?

All passengers must take private transportation (taxis/private hire cards/buses arranged by travel company) to their accommodation.

Check In

Are there any check in counters assigned for group bookings?

For tour groups, please continue to check-in at the designated airline check-in counters reflected on the airline website and flight information display screens at Changi. Group check-in counters are currently disabled till further notice.

Can we arrange for pre-check-in for the group?

Travel agents are advised to contact and make arrangements with the airlines to check if you can arrange for pre-check-in at the airport.

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General Queries

The process will be a little difficult for traveler to understand, is there any help for non-English speaking guest?

This is the one-stop information centre for all travellers: <https://safetravel.ica.gov.sg/arriving/overview>. Unfortunately, it is only in English at the moment. However, travellers can opt to use Google Translate or other translation applications to understand the information better.

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