

13th ECR Asia Pacific Conference & Exhibition
15 – 17 May 2012
The Ritz-Carlton, Millenia Singapore
SINGAPORE

CONFERENCE DETAILS

ECR Singapore extends a warm welcome to all delegates attending the 13th ECR Asia Pacific Conference & Exhibition.

The 13th ECR Asia Pacific Conference & Exhibition will be held from 15th to 17th May 2012 The Ritz-Carlton, Millenia Singapore.

HOST CONTACTS

ECR Singapore / GS1 Singapore
2 Bukit Merah Central #03-00, SPRING Singapore Building, Singapore 159835
Tel : (65) 6826 3082
Fax : (65) 6826 3070
Email : sanc@gs1.org.sg

MEETING LOCATION

The Ritz-Carlton, Millenia Singapore
7 Raffles Avenue, Singapore 039799
Tel : (65) 6337 8888
Fax : (65) 6338 0001
Email : <http://www.ritzcarlton.com/en/Properties/Singapore/Default.htm>

MEETING PROGRAMME

Please refer to the following link for the meeting programme and details.

http://www.gs1.org/healthcare/news_events/091110

ACCOMODATION

HOTEL RESERVATION

The preferred hotel for the 13th ECR Asia Pacific Conference & Exhibition is ***The Ritz-Carlton, Millenia Singapore.***

Please make your reservations directly with The Ritz-Carlton, Millenia Singapore.

Kindly refer to the following link for the hotel accomodation: <hotel link>

Room Category - with breakfast(s) inclusive	Single	Double
Deluxe Room	S\$385.00	S\$415.00
Club Room	S\$500.00	S\$550.00
Club Premier Suite	S\$700.00	S\$750.00

NOTE: All the room rates are direct corporate rates from the hotel and are subjected to 10% service charge and Good and Service tax (GST) of 7%.

WHAT YOU SHOULD KNOW

PASSPORT & VISA

Apart from visitors from China and India, most foreigners coming into Singapore do not require visas for entry and may be given up to 30-day social visit passes upon their arrival in Singapore. However, it is best to consult your local consular office for the latest information with regards to coming into Singapore.

If you would like to stay in Singapore for a longer period, you may apply at the Immigration & Checkpoints Authority (ICA) upon your arrival. However, you should have your valid passports, onward or return tickets, onward facilities (such as visas or entry permits) to your next destination and of course, sufficient funds for your stay in Singapore.

Should you lose your passport while in Singapore, please make a police report immediately, then head to the ICA (right across from the Lavender MRT Station at 10 Kallang Road) to get a temporary visa. Finally, inform your respective embassy so that you can get through immigration when you reach home.

Women in an advanced state of pregnancy (six months or more) who intend to visit Singapore should make a prior application with the nearest Singapore overseas mission.

Delegates are advised to check the regulations pertaining to passport and visa from their travel agency or from the Singapore's Immigration and Checkpoints Authority website, Travellers' Info Guide at:-

http://www.ica.gov.sg/services_centre_overview.aspx?pageid=252&secid=165.

Chinese Delegates

For Chinese delegates who require formal invitation letter to the meeting from the GS1 Singapore, you are requested to submit one consolidated request through the China State Bureau of Quality and Technical Supervision (CSBTS). Information to be submitted for each delegate includes:

- Name in full
- Organisation
- Title/Designation
- Address
- Contact No. / Email
- Participating or Observing Member

You are required to send the request for invitation letter **no later than 15 February 2012** to:

ECR Singapore
Ms Rosyati Mohd Said
Tel: (65) 6826 3089
Fax: (65) 6826 3070
Email: rosyatims@gs1.org.sg

GETTING AROUND

Airport to City

Taxi (cab)	A trip to the city during the day will be between S\$18 and S\$38 including \$3-5 airport surcharge. An additional 50% surcharge applies between midnight and 6 AM. Waiting about 1 to 15 minutes.	Recommended
Limousines Taxi	a flat S\$45 to anywhere in the city and are a pretty good deal after midnight, as you can skip the queue and avoid the surcharge.	
Airport Shuttle	to city at: S\$9 per adult, S\$6 per child and up to 50 pax per charter.	
Train	MRT trains run from a station between T2 and T3, but you'll need to change trains at Tanah Merah to a city-bound train: just exit through the <i>left hand side</i> door and cross the platform. The 30-minute ride to City Hall station costs about S\$2.00 plus a refundable S\$1	

	deposit , and trains run from 5:31 AM to 11:18 PM.	
Bus	Public bus service 36 goes to the city. The first bus arrives at around 6.00am and the last leaves at midnight. A single fare coast below S\$2.00 and takes about an hour. Bus stops are located at the basement bus bays of Terminal 1, 2 and 3. Please prepare the exact fare as no change will be given.	

By Taxi

Over 15,000 air-conditioned cabs ply local roads and provide comfortable, hassle-free travel at a very reasonable cost. They can be flagged down 24 hours a day on most roads, with well-marked taxi-stands available outside most major shopping centres and hotels. At Singapore Changi Airport, the taxi stand is located just outside the Arrival Hall on Level 1 in Terminal 1 and at the end of the Arrival Hall on Level 1 in Terminal 2 (South Wing).

Please refer to this link for information on the fares and charges for taxi services in Singapore:

<http://taxisingapore.com/taxi-fare/>

Basic Fare	Normal	Limousine
Flag-Down (inclusive of 1st km or less)	S\$3.00-S\$3.50	S\$3.90-S\$5.00
Every 400 metres thereafter or less up to 10 km	S\$0.22	S\$0.22
Every 350 metres thereafter or less after 10 km	S\$0.22	S\$0.22
Every 45 secs of waiting or less	S\$0.22	S\$0.22

NOTE : *Touting is an offense which is uncommon in Singapore. However, please take down the taxi's license plate number and report the driver to its respective taxi company if you encounter such incident.*

By MRT / LRT

The MRT (Mass Rapid Transit) and LRT (Light Rail Transit) are trains that are the main trunk of Singapore's transit system. They are a cheap and very reliable mode of transportation, and the network covers most points of interest for the visitor. Single-trip standard tickets cost from \$1.10 to \$2.20 plus a \$1.00 refundable deposit, just insert your used ticket into machine to get your dollar back. EZ-link cards (described above) are the easiest and most popular way to use the MRT. All lines are integrated, so you do not need to buy a new ticket to transfer. We would highly recommend that you purchase a tourist pass from the respective MRT/LRT station counter if you plan to travel using the public transportation (MRT/LRT and Bus) frequently during your stay.

The MRT stations are clean and usually equipped with free toilets. Underground stations have platform doors between the train and the platform so there is no risk of falling onto the tracks. The North-East line is fully automated, so it's worth walking up to the front of the train to look out a tiny window and realize that there is no driver!

Here is the link the MRT System Map for your easy reference: http://www.smrt.com.sg/trains/network_map.asp

By Bus

Buses connect various corners of Singapore, but are slower and harder to use than the MRT, and not too many visitors venture aboard. You can pay cash (coins) in buses, but the fare stage system is quite complex (it's easiest to ask the driver for the price to your destination), you are charged marginally more and there is no provision for getting change. Payment with ez-link card is thus the easiest method: tap your card against the reader at the front entrance of the bus upon boarding, and a maximum fare is deducted from the card. When you alight, tap your card again at the exit, and the difference is refunded. Make sure you tap out, or you'll be charged the maximum fare! Inspectors occasionally prowl buses to check that everybody has paid.

After midnight on Fri, Sat and before public holidays only, the NightRider services are a fairly convenient way of getting around, with seven lines running every 20 minutes. All services drive past the major nightlife districts of Boat Quay, Clarke Quay, Mohamed Sultan and Orchard before splintering off. Flat fare \$3.50, EZ-link accepted.

Here are the links to the bus guides of the two main bus service providers in Singapore;

SBS Transit : <http://www.sbstransit.com.sg/>

SMRT : <http://www.smrt.com.sg/buses/buses.asp>

ABOUT SINGAPORE

Climate (Dress Light)

Singapore is known for its hot and humid weather, with little variation throughout the year. The average daytime temperature is 31°C (88°F), dropping to around 24°C (75°F) in the evenings. Light and summer clothing made from natural fabrics like cotton is best for everyday wear. Casual dress is acceptable for most situations and occasions but some establishments may require a more formal dress code. It is always advisable to check beforehand on dress regulations, if any. Within the meeting venue, the air-conditioning might get cold, so do bring along a jacket or sweater.

For timely updates, visit <http://app2.nea.gov.sg/index.aspx>.

Airport Tax

A passenger service charge of S\$21 or US\$12.65 should be incorporated in the air ticket (including tickets issued outside of Singapore). If this has not been done, you may be required to pay the S\$21 during check-in. In some cases, the airline may absorb the service charge. Passengers who are in transit for less than 24 hours may leave the airport without having to pay the service charge upon departure from Singapore.

Banking

The Singaporean currency is the **Singapore dollar**, abbreviated **SGD** or **S\$**, divided into 100 cents. There are coins of S\$0.05 (gold), S\$0.10 (silver), S\$0.20 (silver), S\$0.50 (silver) and S\$1 (gold), plus bills of S\$2 (purple), S\$5 (green), S\$10 (red), S\$50 (blue), S\$100 (orange), S\$1,000 (purple) and S\$10,000 (gold). The Brunei dollar is pegged at par with the Singapore dollar and the two currencies can be used interchangeably in both countries, so don't be too surprised if you get a Brunei note as change. As of December 2011, one US dollar is worth about S\$1.30 and one euro is worth about \$1.72.

Banking hours are Monday to Friday: 10 am to 3 pm, and Saturday: 9.30 am to 1 pm (some banks are open throughout the weekend).

Most banks handle travellers' cheques and change foreign currencies. However, some banks do not have foreign exchange dealings on Saturday.

Passports are required when cashing travellers' cheques. A nominal commission may be charged.

Credit / Charge Cards

Major cards are widely accepted by establishments in Singapore. Should any shop insist on adding a surcharge, contact the respective card company to report the errant shop-owner.

Visa

Tel: 800 - 448 1250 (toll-free in Singapore only)

MasterCard

Tel: 800 - 110 0113 (toll-free in Singapore only)

American Express

Tel: (65) 6880 1111

Diners Card

Tel: (65) 6416 0800

JCB

Tel: (65) 6734 0096

Currency Exchange/ Money Changers

Apart from banks and hotels, money changer booths with signs indicating "Licensed Money Changer" can be found in every shopping mall and usually offer better rates, better opening hours and much faster service than banks.

Visitors are discouraged from changing money with unlicensed money changers. An online currency converter service is available at <http://forex.asia1.com/currency.html>.

Drinking Water

It is perfectly safe to drink water straight from the tap in Singapore. However, for those who prefer bottled mineral water, local supermarkets and grocers always have ample stocks.

Drug Abuse

Singapore treats **drug offences** *extremely* severely. The death penalty is **mandatory** for those convicted of trafficking, manufacturing, importing or exporting above specific quantity.

Electricity

Singapore voltage is **220-240 volts AC, 50 cycles per second**. On request, most hotels will provide transformers to visitors with electrical appliances of a different voltage, such as 110-120 volts, 60 cycles per second. When shopping for electrical appliances, do remember to check the voltage of the item against the acceptable voltage in your home country. The power plugs used in Singapore are of the three-pin, square-shaped type.



Fireworks

Any individual found keeping, possessing, having under his control, discharging or letting off dangerous fireworks (including firecrackers, rocket fireworks, sandcrackers and such other fireworks) is liable to a fine not exceeding SGD 5,000 or imprisonment for up to 2 years or both.

Gambling

Singapore is no Las Vegas or even Macau, but nearly 10 billion dollars were poured into its two sparkling-new casinos and it shows. **Marina Bay Sands** at Marina Bay is the larger and swankier of the two, while **Resorts World Sentosa** at Sentosa aims for a more family-friendly experience. While residents have to pay a steep \$100/day, visitors can enter for free.

For more information, please visit the link:

<http://www.marinabaysands.com/>

<http://www.rwsentosa.com/>

Hair Salon

Most major hotels provide hairstylists offering a full range of services. Hair salons are also found in shopping centres, offering standard haircuts as well as more elaborate services like hair perms, facial treatment, manicure and pedicure services.

Hotel Phone Services / Mobile Phones

Most hotels offer in-room international direct dial (IDD) telephone services. However, some hotels may charge a minimal 30 cents successful call transaction surcharge. As there are different IDD service providers in Singapore, rates and access codes are dependent on the service provider used by the hotel. Generally, local calls are charged at 10 cents for every 3 minutes.

Singapore's international dialing code is +(65). While in Singapore and if you have international roaming service on your cell phone, you don't have to press +(65) as it will automatically connect you to the local numbers here. All 3 service providers; SingTel, M1 and StarHub have both GSM 900/1800 and 3G (W-CDMA) networks, and international roaming onto them may be possible; check with your operator before you leave to be sure. Prepaid SIM cards are sold in 7-Eleven convenience stores and phone shops, just bring your own GSM/3G phone or buy a cheap used handset in Singapore. You will need to show an international passport or Singapore ID to sign up. A local phone call costs between 5-25 cents per minute, whereas each local text message (SMS) costs about 5 cents, with international SMS about 15-25 cents. You may also be charged for incoming calls.

To make international calls, the access codes are:

SingTel : 001, 013, or 019

M1 : 002 or 021
StarHub: 008 or 018

Payphone Services

Public payphones operated by credit card and/or stored-value phonecards can be used to make both local and international calls. Public payphones can be found in most shopping complexes and MRT stations. Local calls are charged at 10 cents per 3 minutes. Stored-value phonecards in denominations of S\$2, S\$5, S\$10, S\$20 and S\$50 can be purchased from post offices and phonecard agents. To make an international call, dial the access code followed by the country code, area code & telephone number. Different telephone companies use different access codes - 001 for SingTel, 002 for M1 and 008 for Starhub. International Calling Cards in denominations of S\$10, S\$20 and S\$50 are also available at all post offices including Changi Airport, 7-Eleven stores and other retail outlets.

Internet

Internet cafes charging around S\$2/hour are scattered about the island, but are not particularly common since almost all locals have Internet access at home, work, and/or school. Alternatively, all public libraries offer cheap Internet access (S\$0.03/min or \$1.80/hr), but you need to jump through registration hoops to get access.

The first phase of the nationwide free **Wireless@SG** system is now operating and visitors are free to use the system, although you must register and receive a password via e-mail or a mobile phone first. See the Infocomm Development Authority website for a current list of hotspots. Commercial alternatives include McDonalds, which offers free wifi at most outlets; StarHub, a member of the Wireless Broadband Alliance with hotspots at Coffee Bean cafes; and SingTel, which has hotspots at most Starbucks cafes. Roaming or prepaid rates are on the order of S\$0.10/minute. Kindly note that **Wireless@SG** is also accessible at the meeting venue, SPRING Singapore Building. Here's a link to where you can find other Wireless@SG locations in Singapore:

http://www.infocomm123.sg/wireless_at_sg/coverage_areas.jsessionid=FEE212DEC896D159035FDCE8914A06E6

Languages

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English.

Laundry

Same-day laundry service is available in most hotels. Typically, it costs S\$5 for a laundered shirt, S\$10 for a dress and S\$14 for a dry-cleaned suit. Independent dry-cleaners can be found in the Yellow Pages of the Singapore Phone Book.

Medical Facilities

Singapore's medical facilities are among the finest in the world, with well-qualified doctors and dental surgeons. Pharmaceuticals are available from numerous outlets, including supermarkets, department stores, hotels and shopping centres. Registered pharmacists work from 9 am to 6 pm.

Most hotels have their own doctor on-call around the clock. Other doctors are listed under Medical Practitioners in the Yellow Pages of the Singapore Phone Book. For an ambulance, dial 995.

Visitors could also contact the following hospitals' International Patient Service Centres:

Parkway Group Healthcare Medical Referral Centre

302 Orchard Road

Tong Building #16-01/02/03

Singapore 238862

Tel: (65) 6735 5000 (24-hour hotline)

Fax: (65) 6732 6733

Email: mrc@parkway.com.sg

Website: www.imrc.com.sg

Raffles International Patients Centre

Raffles Hospital
585 North Bridge Road
Singapore 1889770
Tel: (65) 6311 1666
Fax: (65) 6311 2333
Email: enquiries@raffleshospital.com
Website: www.raffleshospital.com
24-hour Appointments Hotline
Tel: (65) 6311 1222
Fax: (65) 6311 2136
Email: specialist@raffleshospital.com

National Healthcare Group International Patient Liaison Centre

National University Hospital
5 Lower Kent Ridge Road
Singapore 119074
Tel: (65) 6779 2777 (24-hour hotline)
Fax: (65) 6777 8065
Email: iplc@nuh.com.sg
Website: www.nuh.com.sg

Singapore Health Services (SingHealth) International Medical Service

Singapore General Hospital
Block 6 Level 1
Outram Road
Singapore 169608
Tel: (65) 6326 5656
Fax: (65) 6326 5900
Email: ims@sgh.com.sg
Website: www.sgh.com.sg

Postal Services

Singapore Post operates a network of more than 1,300 postal outlets conveniently located throughout the island. These outlets offer a wide range of postal, telecommunication and agency services. Most postal outlets are open Monday through Friday, from 8.30 am to 5 pm and until 1 pm on Saturday.

Post Restante service is also available at:

Singapore Post Pte Ltd
10 Eunos Road 8, Singapore Post Centre, Singapore 408600
Open: 8.00 am - 9 pm (Mon - Fri), 8.00 am - 6 pm (Sat),
10.00am - 4.00pm (Sun and Public Holidays)
Tel: (65) 6741 8857 Fax: (65) 6841 6085
Internet: www.singpost.com.sg

F1 Singapore Grand Prix

The inaugural **F1 Singapore Grand Prix** [\[60\]](#) was held in September 2010, and will be a fixture on the local calendar until at least 2012. Held on a street circuit in the heart of Singapore and raced at night, all but race fans will probably wish to avoid this time, as hotel prices are through the roof. Tickets start from S\$150.

Horse Racing

The **Singapore Turf Club**[\[61\]](#) in [Kranji](#) hosts horse races most Fridays, including a number of international cups, and is popular with local gamblers. The **Singapore Polo Club**[\[62\]](#) near [Balestier](#) is also open to the public on competition days.

Restrooms / Toilets

Nearly all shopping centers, hotels, MRT stations, bus interchanges, and hawker centers are likely to have public restrooms/toilet facilities available. Being clean, McDonald's restrooms are popular too, and the staff do not make a fuss. Public facilities may charge 20 cents per entry, and a packet of tissue may come in handy if the toilet paper has run out. Most toilets have bowls, however it is common to find squatting cubicle in public toilets.

(No) Smoking

Besides air-conditioned areas such as shopping centres, restaurants, entertainment outlets and cinemas, smoking is also an offence on the SMRT (Singapore Mass Rapid Transit system), public buses, taxis and in lifts. Recently, the smoking ban has also been imposed on bus stops and terminals, public eateries and within a five-metre radius from most building entrances, except for allocated smoking areas that are clearly marked with bright yellow paint. A maximum fine of S\$1,000 may be imposed on first-time offenders.

(No) Spitting

Spitting in public places is an offence.

Time

GMT/UTC plus eight hours. For more information, check out the time zone converter at <http://www.timezoneconverter.com/>.

Tipping

Tipping is not encouraged as most hotels and restaurants in Singapore already levy a 10% service charge on customers' bills. Tipping is not a way of life in Singapore and is prohibited at the airport.

Trishaws

An interesting way to tour the streets of Singapore is to take a trishaw ride. We recommend that you avoid hailing a trishaw off the road. If you do, make sure that you agree on the fare to your destination before the trip commences. For trishaw tours, you may contact Singapore Explorer at Tel: (65) 6339 6833, website: www.singaporeexplorer.com.sg.

Useful Telephone Numbers

Here is a list of useful telephone numbers.

Police	999 (toll-free)
Emergencies/Ambulance/Fire Brigade	995 (toll-free)
Changi Airport Flight Info	1800 542 4422 (toll-free in Singapore only)
Singapore Tourism Board (STB) Tourist line	1800 736 2000 (toll-free in Singapore only)
CitySearch (operator-assisted Yellow Pages)	1900 777 7777 (toll-free in Singapore only)
International Calls	104
Time of day	1711
Weather	6542 7788
Trunk Calls to Malaysia	Dial 109 for operator assistance or 02 for direct dial.
Toll-free lines	Dial 1800 followed by the toll-free line number (in Singapore only).

SHOPPING GUIDES

Shopping Places

- Famous Shopping Belt: Orchard Road (departmental stores, boutiques)
- Electronics Goods: Funan the IT Mall, Sim Lim Square
- Ethnic: Chinatown, Little India, Geylang Seria

Shopping Hours

A good number of department stores and some smaller shops are open daily from 10am to about 9pm, or even 10pm. Singapore is one of the few countries in the world where you feel safe staying out in the streets till late at night. As long as basic precautions are taken, you can have peace of mind to shop and walk around.

Mustafa Centre in Little India is the only department store in Singapore that is open 24 hours, everyday!

Prices and Bargains

The local newspapers will give you a fair idea of prices to expect and information on current sales and promotions. You might also wish to take time to browse and compare prices before buying.

In department stores, all items are price-tagged and prices are fixed. Many small retailers also practise price tagging but are often flexible when approached for a discount. Ask the retailer for his "best price" and then counter-offer with realistic prices until both of you reach an agreement.

Credit / Charge Cards

Almost all stores accept major international credit and charge cards. Should you come across a shop insisting on adding a surcharge, do contact the local office of the card company so that corrective action can be taken.

Receipts and Return Policies

All department stores and smaller retail shops provide either cash slips or receipts upon purchase. Feel free to ask should they omit giving you one and be sure that details shown on the receipt are accurate.

Larger shops and department stores will exchange goods if they are returned in good, original condition. However, returns are accepted only within a specified number of days (usually three) from the purchase date, and upon presentation of the receipt. Smaller shops may not be so accommodating, so always check goods carefully before purchasing. You may also want to check out the shop's return policy before making a purchase.

If you're undecided about a purchase in a department store and would like a bit of time to consider, just ask the sales assistant to put it aside for you. The item can usually be reserved for a maximum of three days.

Goods and Services Tax (GST)

Tourist Refund GST Scheme

GST is levied in Singapore. As a foreign visitor, you are entitled to claim back the GST that you pay on your purchases when you take them home. GST refund is not applicable for land and cruise departures.

Under the Tourist Refund GST Scheme, visit any store that displays the "TAX FREE SHOPPING" logo and follow these simple steps: -



- 1) Spend a minimum of SGD 100 at any Tourist Refund affiliated retailer.
- 2) *Present your passport to the retailer to obtain a completed Global Refund Cheque.*
- 3) *Get the Cheques validated at the Singapore Customs counter at Changi Airport Terminal 1 or 2 as proof of export. The goods purchased, along with the receipts and Global Refund Cheques must be presented for verification.*
- 4) *Claim your GST refund in the form of cash, credit card, bank cheques or Airport Shopping Vouchers at Tourist Refund counters in the airport. A small handling fee will be deducted from the GST amount due to you.*

Tourist Refund's Cash Refund Network:

Singapore Changi Airport - after Immigration check-in area are operated by Premier Tax Free and Global Refund

- *Terminal 1 & 2, 24 hours daily*



Global Refund Downtown Cash Refund Centres (DCR) - at Customer Service or Information Counter:

- Funan The IT Mall (Level 2), 11am - 8pm daily
- Centrepoint (Level 1), 11am - 9pm daily
- Sim Lim Square (Level 1), 11am - 8pm daily
- Wisma Atria (Level 1), Mon - Sat: 10am - 8pm, Sun & Public Holiday: 12pm - 8pm

You may also visit any Downtown Cash Refund Centre to claim your GST refund immediately after shopping. Downtown Cash Refunds are provided in Singapore currency and are limited to a maximum of SGD500 per tourist. Tourists are required to produce their Visa or Mastercard credit card with 6-months validity in order to use the service. They must also obtain Customs endorsement on the Global Refund Cheque within 2 months from the date of issue, before departing by air travel.

For more information on the Global Refund GST Scheme, please visit www.globalrefund.com or email: taxfree@sg.globalrefund.com or call the 24-hour hotline: (65) 6225 6238.

For more information on the Premier Tax Free GST scheme, please visit www.premiertaxfree.com or email : info@sg.premiertaxfree.com or call the free 24-hour hotline : 1800 8293733 (TAXFREE).

Retailers that are not affiliates of the Premier Tax Free /Global Refund scheme administer their own GST refund schemes. You are advised to check with these retailers on the minimum purchase amount to qualify for GST refund, as it varies from retailer to retailer.

Warranty

Check that the warranty card for your purchase bears the correct details of the product purchased and is endorsed with the retailer's stamp. International warranties can be obtained for many goods, usually for a 12-month period, but some products are not accompanied by warranties and these are usually sold at a lower price. Some international warranties have limitations, and may not be applicable to certain countries.

Most shops will comply with your requests for guarantee statements, but if one is not forthcoming, it may be best to simply shop elsewhere.

Delivery

Many larger stores will oblige by shipping your purchases to your home. To ensure timely delivery, do request for a written confirmation of your instructions. It would be to your advantage for your purchase to be covered for damage in transit and loss by buying an All Risk insurance which the shop can arrange for you. Also, contact your national diplomatic representative to check the latest customs regulations of your country.

If you are sending purchases home by post, check with the Singapore Post for information on requirements and regulations for air and sea delivery. Post offices are generally open from 8.30am to 5pm on week days, and 8.30am to 1pm on Saturdays while certain branches have extended opening hours. Some hotels provide a parcel wrapping service.

Export Permits

All weapons (even swords and kris bought as souvenirs) must be accompanied by export permits issued by the Singapore Arms and Explosives Branch at 391, New Bridge Road, #02-701, Police Cantonment Complex, Singapore 088762, Tel: (65) 6557 5822. Singapore and many other countries place restrictions on items from endangered species such as ivory and skins. If in doubt, check with your national diplomatic representative whether a permit is required before you bring an item into your home country.

CaseTrust

CaseTrust is an accreditation programme, developed by the Consumers Association of Singapore (CASE), which recognises good business practices among store-based and web-based business establishments.

Visit www.case.org.sg for a list of CaseTrust members.



Quality Jewellers of Singapore (QJS)

QJS is a mark of trust for the Singapore jewellery industry. It is developed by the Singapore Jewellers Association, with the support of the Singapore Tourism Board and SPRING Singapore. QJS sets the benchmarks for the jewellery industry to achieve and excel. It also associates its members with a brand that represents a prestigious hallmark of service quality and reliability. When buying jewellery, look out for the QJS decals at certified jewellers around Singapore. Visit www.qjs.org.sg for a list of certified jewellers, or call the QJS Hotline at (65) 6458 6377.



Errant Retailers

As in other countries, be wary of touts with offers of free shopping tours, special discounts or pirated goods. Visitors who encounter less than satisfactory retailer practices can contact the Singapore Tourism Board (Customer Information & Service Dept) located at Tourism Court, 1 Orchard Spring Lane, Singapore 247729, Tel: 1800 736 3366 (toll-free in Singapore), Fax: +65 6734 7226, or email feedback@stb.com.sg. If visitors wish to receive some form of redress within 24 hours (depending on the complexity of the claim), you can also lodge your claim directly with the Small Claims Tribunals (SCT). An administrative fee of S\$10 is payable to the SCT.

Small Claims Tribunals

2 Havelock Road
#05-00 Apollo Centre
Singapore 059763
Tel: (65) 6435 5946 / (65) 6435 5938, Fax: (65) 6435 5994.

Opening hours:

8.30am to 1pm and 2pm to 5.30pm, Monday to Friday
8.30am to 1pm, Saturday

Alternatively, you may lodge a claim against the retailer with the E@DR Centre of the Subordinate courts. The E@DR Centre offers a free on-line dispute resolution service. The mediation of the dispute will be conducted via email, which allows visitors to proceed with their visit without any or minimum interference to their schedule, as their physical presence is not required. Visitors can also file a claim with the Centre using email anytime during their travels or after they have returned home.

All claims filed with the Centre are confidential. Both parties to the dispute must have an email account and must consent to the matter being e-mediated by the Centre. For more information on the services of the Centre, please visit their website at: <http://www.e-adr.org.sg>.

Convenient Underpasses & Covered Walkways

Our tropical weather might catch you unprepared for sudden thundershowers, especially during the monsoon months of November and December. However, Singapore is well equipped with underpasses and covered walkways that link one shopping complex to another. From Orchard Road MRT Station, for instance, underpasses alone can lead shoppers to as many as 6 shopping centres!

More Tips

If you are having clothes tailor-made, establish a clear understanding about payment. It is wise to just leave a deposit when ordering, with full payment following only after you have inspected the completed garment for workmanship and fit.

SHOPPING GUIDES

Some of the places you can visit when you are in Singapore:

River Boat Tour – You can cruise down the historic Singapore River in a traditional bumboat from Boat Quay to Clarke Quay.

To get more insights of other interesting sight seeing trips or tips on food and entertainment, you may visit the **Visit Singapore** website http://www.visitsingapore.com/index_main.html.

<u>Arts & History</u> Asian Civilisation Museum Singapore Art Museum Esplanade – Theatres by the Bay	www.acm.org.sg www.singart.com www.esplanade.com
<u>Cultural & Ethnic Places</u> Chinatown Little India Kampong Glam	
<u>Nature & Parks</u> Bukit Timah Nature Reserve Chinese Garden East Coast Park Fort Canning Park Hort Park Kranji Country Side Labrador Nature Reserve MacRitchie Nature Trail Mount Faber Singapore Botanic Gardens Sungei Buloh Wetland Reserve The Southern Ridges	www.sbg.org.sg www.sbwr.org.sg
<u>Attractions</u> Fountain of Wealth, Suntec City Jurong Bird Park Marina Bay Sands Resorts & Casino Night Safari Singapore Discovery Centre Singapore Science Centre Singapore Zoological Gardens Snow City Singapore The Singapore Flyer Sentosa Island <ul style="list-style-type: none"> ▪ Butterfly Park & Insect Kingdom ▪ Calsberg Sky Tower ▪ Cinemania ▪ Dolphin Lagoon ▪ Luge & Skyride ▪ Palawan, Siloso & Tanjong Beach ▪ Resort World @ Sentosa ▪ Songs of the Sea ▪ The Merlion & Merlion Walk ▪ Underwater World ▪ Universal Studio Singapore @ Resort World 	www.sunteccity.com.sg www.birdpark.com.sg www.marinabaysands.com www.nightsafari.com.sg www.zoo.com.sg www.singaporeflyer.com www.sentosa.com.sg http://www.rwsentosa.com/
<u>Eateries by the Singapore River</u> Boat Quay Clarke Quay	

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