Sample 1

Dear colleagues, I hope this email finds you well. I'm Xavier Weidenaar, product Manager Asia at Connections Belgium. I'm contacting you for a special request. I organized a fam trip to Bali for 10 of my travel agent colleagues from Connections Belgium (largest Belgian Travel organization in Belgium)  
My colleagues fly with SQ and have a 8h layover in Singapore on May 20th. I was wondering if we could organize a short visit of Singapore through your organization. My colleagues will be arriving on following flight SQ939 20MAY DPSSIN 1305 1550 and leave Singapore on following flight SQ304 20MAY SINBRU 2355 0720.  
Is there anything we could organize with your help?  
 Could you please let me know if this is possible?  
 Thank you, Kind regards, Xavier Weidenaar [xavier.weidenaar@connections.be](mailto:xavier.weidenaar@connections.be)

STB’s response to MoP

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| Dear Xavier  Greetings from the Singapore Tourism Board (STB).  Thank you for reaching out to us.  In reference to your enquiry, we would like to inform you that STB does not organise or provide specific tours or visits for transit passengers. However, there are alternative options available for your colleagues to explore Singapore during their transit time.  Free Singapore Tour offered by Singapore Airlines- SIA offers a complimentary tour for transit passengers with layovers of at least 5.5 hours. Your colleagues can check with Singapore Airlines for more information and availability.  Free Singapore Tour at Changi Airport- Your colleagues can also consider the Free Singapore Tour offered at Changi Airport. This tour allows travellers with layovers of at least 5.5 hours but less than 24 hours to explore Singapore's sights, sounds, and rich heritage. You may refer to the tour itineraries and registration guidelines at <https://www.changiairport.com/en/airport-guide/facilities-and-services/free-singapore-tour.html>  Additionally, Changi Airport itself offers a wide range of facilities and amenities for your colleagues to enjoy, including shopping, dining, and entertainment options- <https://www.changiairport.com/en/discover/attractions.html#/filter?tab=all>  We hope this information helps your colleagues make the most of their layover in Singapore.  Have a pleasant day ahead. |

Sample 2

Hi  
I (68 years) alongwith my wife (60 years) would like to visit Singapore for 4-5 days in the month of June, 2024.  
Can you please inform me where to stay, what to see and what is the cost of a 3-star hotel....?  
An early reply is requested.  
Thank you

CSO’s response to MoP

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| Dear Sarkar,  Greetings from the Singapore Tourism Board (STB).   We are delighted to hear that your wife and you will be visiting Singapore!  While STB does not deal with tour and accommodation bookings, you may visit our TRUST website at <https://trust.stb.gov.sg/site/content/tagaem/landing-page/travel-agent.html>? to browse through the list of travel agencies registered with STB. They would be in a position to provide you the right recommendations to room reservation availabilities of your dates and for your budget with choice of locale.  Alternatively, for your selection of a hotel, you may access the link provided below which allows your choice of sorting the list of hotels by name or location in Singapore,  [Singapore Hotel Association :: Ordinary Member members\_listing (sha.org.sg)](https://sha.org.sg/members_listing)   We also would however like to share our destination website, Visit Singapore (<https://www.visitsingapore.com/en/>) that provides visitors with information on Singapore, including getting to Singapore, top attractions in Singapore, dining options and shopping, etc. that you may find helpful.   There is also a collection of suggested guides for recommended experiences available for download at <https://www.visitsingapore.com/singapore-itineraries/>.  Should you require further assistance while in Singapore, you may visit our Singapore Visitor Centre (SVC) @orchardgateway. You may visit this link for more information: <https://www.visitsingapore.com/travel-guide-tips/getting-around/tourism-centre/>  We hope these information helps and we look forward to welcoming you here! |

Sample 3

Hello I am enquiring if Singapore zoo, rivers of wonder, night Safari, birds of paradise are all at the same place. We are visiting August 2024 and would like to spend day and evening here will the Go City Pass cover this. Please also forward a good email for tourism information. Thankyou

Copy pasted entire email thread below.

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| Thank you so much for the info!  On Tue, 1 Aug 2023, 12:52 pm BizEngage STB Feedback, <[stbfeedback@bizengage.gov.sg](mailto:stbfeedback@bizengage.gov.sg)> wrote:  Dear Wilhelmina  Greetings from the Singapore Tourism Board (STB).  Thank you for your email.  Hotel V Lavender is located at 70 Jellicoe Road and is nearest to Lavender MRT Station.  You may take the train from Lavender MRT Station and alight at  Somerset to reach to our Singapore Visitor Centre (SVC). Alternatively, you may take a taxi from your hotel  to 216 Orchard Road, next to OrchardGateway.  Hope this helps.  Have a nice day ahead.     *We encourage you to use our e-services, or talk to us via our friendly web-chat (click on the green icon at the bottom of STB's website-*[*https://www.stb.gov.sg/content/stb/en.html*](https://www.stb.gov.sg/content/stb/en.html)*) to get quick answers. You may also drop us a message on*[*Facebook – Singapore Tourism Board*](https://www.facebook.com/messages/t/1157298984400494/)*.”*  **Note: Please retain the subject title in your replies to us about this matter.**   Best regards Renu Bala(Ms) Digital Transformation & Service Excellence Singapore Tourism Board Contact Number: (65) 6736 6622    Website:[www.visitsingapore.com](http://www.visitsingapore.com/) | [www.stb.gov.sg](http://www.stb.gov.sg/)  This e-mail and its attachment(s), if any ("communication"), may contain confidential and/or privileged information. If you are not the intended recipient, you should not use, disclose, copy, distribute or deliver this communication in whole or in part to anyone. Kindly notify us of the error and delete it (including copies) immediately. Thank you      --------------- Original Message --------------- **From:** wilhelmina knobben [[5929wilma@gmail.com](mailto:5929wilma@gmail.com)] **Sent:** 31/7/2023, 4:39 pm **To:** [stbfeedback@bizengage.gov.sg](mailto:stbfeedback@bizengage.gov.sg) **Subject:** Re: Case #07-2023-29-00479327 Enquiry- Go city and Singapore zoo and attractions  Thankyou we are staying at the Hotel V Lavendar is that close to you    On Mon, 31 July 2023, 6:07 pm BizEngage STB Feedback, <[stbfeedback@bizengage.gov.sg](mailto:stbfeedback@bizengage.gov.sg)> wrote:  Dear Wilhelmina   Thank you for your reply.   We are sorry we will not be able to advise as STB does not sell the pass. You may wish to check with the vendor from where you bought the pass from on how the pass works and what attractions it covers in Singapore.   While you are in Singapore and  should you require any assistance  please visit our Singapore Visitor Centre (SVC) in downtown Singapore and our service ambassadors will be there to guide you .Here are the contact details.  **SVC@OrchardGateway** 216 Orchard Road (next to OrchardGateway@Emerald Website: <https://www.visitsingapore.com/travel-guide-tips/getting-around/tourism-centre>  Hope to see you soon in Singapore.   Take care.   *We encourage you to use our e-services, or talk to us via our friendly web-chat (click on the green icon at the bottom of STB's website-*[*https://www.stb.gov.sg/content/stb/en.html*](https://www.stb.gov.sg/content/stb/en.html)*) to get quick answers. You may also drop us a message on*[*Facebook – Singapore Tourism Board*](https://www.facebook.com/messages/t/1157298984400494/)*.”*  **Note: Please retain the subject title in your replies to us about this matter.**   Best regards Renu Bala(Ms) Digital Transformation & Service Excellence Singapore Tourism Board Contact Number: (65) 6736 6622    Website:[www.visitsingapore.com](http://www.visitsingapore.com/) | [www.stb.gov.sg](http://www.stb.gov.sg/)  This e-mail and its attachment(s), if any ("communication"), may contain confidential and/or privileged information. If you are not the intended recipient, you should not use, disclose, copy, distribute or deliver this communication in whole or in part to anyone. Kindly notify us of the error and delete it (including copies) immediately. Thank you    --------------- Original Message --------------- **From:** wilhelmina knobben [[5929wilma@gmail.com](mailto:5929wilma@gmail.com)] **Sent:** 31/7/2023, 4:18 pm **To:** [stbfeedback@bizengage.gov.sg](mailto:stbfeedback@bizengage.gov.sg) **Subject:** Re: Case #07-2023-29-00479327 Enquiry- Go city and Singapore zoo and attractions  Thankyou for your reply, does the Go City Pass, cover this we are seeing if this is good value we will be in Singapore for 5 days in August 2024    On Mon, 31 July 2023, 5:42 pm BizEngage STB Feedback, <[stbfeedback@bizengage.gov.sg](mailto:stbfeedback@bizengage.gov.sg)> wrote:  Dear Wilhelmina  Greetings from the Singapore Tourism Board (STB). Thank you for your email.  We are pleased to share that Singapore Zoo, River Wonders, Night Safar and Bird Paradise are all located at the same location.  However, the operation hours of Night Safari are as follows- 7.15pm – 12:00am (Last entry at 11:15pm)  You may refer to the Mandai Wildlife Reserves for their contact details and operating hours at [https://www.mandai.com/en/mandai.html](https://www.mandai.com/en/mandai.html" \t "_blank) for other infromation.  We hope this helps!  We look forward to welcoming you to Singapore soon. |