Chinese Sample 2 – This case was google translated and replied to directly.

在中国境内飞猪平台上购买门票后发现信息有误后无法修改 现门票二维码有被盗用售卖风险 无法联系上商家进行后续处理 望新加坡文旅局帮忙解决问题 要求立即联系商家立即废票并退还门票费用  
  
Google translated  
After purchasing tickets on the Fliggy platform in China, I find that the information is incorrect and I cannot modify the current ticket QR code. There is a risk of being stolen and sold. I cannot contact the merchant for follow-up processing. I hope the Singapore Culture and Tourism Board can help solve the problem. I need to contact the merchant immediately and cancel the ticket immediately. Refund ticket fees

CSO’s response to MoP

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| Dear 快乐小翅膀,   Greetings from the Singapore Tourism Board (STB).   Thank you for taking the time to share your feedback with us. We are truly sorry to hear about your unpleasant experience encountered.  As much as we understand the challenges you have faced, we seek your understanding that STB is not in a position to interfere with commercial contracts such as the one you have with your booking app, Fliggy platform in China, where terms and conditions accompanying a commercial purchase are involved.   We would advise you to continue to independently reach out to the booking platform to seek a response to your grievance.  Thank you. |