



# List of Fees & Charges Applicable in Seletar Business Aviation Centre

With effect from 26 February 2019

## FACILITATION RATES

Rates exclude GST, any applicable CAG fees, and are subject to changes.

<b>Business Aviation<sup>1</sup></b>	Group of 1-4 persons	Per person thereafter
Crew	SGD 150	SGD 35
Passenger	SGD 450	SGD 80
<b>General Aviation<sup>2</sup></b>	Per Person	
Crew <sup>3</sup>	SGD 30	
Passenger	SGD 30	

### Notes

<sup>1</sup> Business Aviation is defined as any aircraft that is jet-powered turboprop and fan-powered with MTOW  $\geq$  5,700kg or wingspan  $\geq$  15m. All helicopters are categorized under Business Aviation.

<sup>2</sup> All other aircrafts, including calibration flights, medivac flights and test/training flights (HOSBA, flights which require CIQ facilitation), will be categorized under General Aviation. General Aviation users are able to exercise an option to use the lounge at Business Aviation rates if so desired.

<sup>3</sup> Facilitation charges for General Aviation Crew members will be waived until further notice. SSAS reserves the right to review and amend the charges.

## SECURITY ESCORT RATES

Rates exclude GST, any applicable CAG fees, and are subject to changes.

	Per Hour
SATS Auxiliary Police Officer	SGD 40 per man

## TERMS AND CONDITIONS

### 1. GENERAL

- 1.1. "Lounge Facilities and Services" means the provision of a waiting area in the arrival and/or departure area of Seletar Business Aviation Centre with seating and refreshment facilities, including but not limited to:
- hot shower facilities including amenities;
  - a range of complimentary alcoholic beverages, wines, beers and spirits;
  - a range of complimentary soft drinks;
  - complimentary coffee and tea;
  - a choice of snacks and small food items;
  - a selection of local/international magazines and newspapers;
  - power and internet connection for customers' with laptop computers;
  - loan of laptops to access internet; and
  - mobile/laptop battery recharging facilities.
- 1.2. "Customer" means the person, firm or company booking the use of Lounge Facilities and Services.
- 1.3. "SSAS" means SATS Seletar Aviation Services Pte. Ltd. whose registered office is at 20 Airport Boulevard, SATS Inflight Catering Centre 1, Singapore 819659 and whose Business Registration Number is 201820449R.

### 2. CONDITIONS OF ENTRY

- 2.1. To ensure we provide the highest level of service, SSAS reserves the right to refuse entry to any person at any time, for any reason deemed appropriate by us, including (but not exclusively): capacity limitations, intoxication of any Customer or any conduct that we consider to disturb other Customers.
- 2.2. No outside food or drink is permitted.
- 2.3. SSAS may, at our sole discretion, require any Customer(s) to utilise a designated area, or be seated as directed by our staff.
- 2.4. Any person gaining unauthorised access to Seletar Business Aviation Centre may be liable for prosecution.
- 2.5. Customers under the age of 18 may not consume alcohol while visiting Seletar Business Aviation Centre.
- 2.6. As we have a shared responsibility to ensure that no Customer becomes intoxicated prior to flying, we reserve the right to limit alcohol consumption accordingly.
- 2.7. Alcoholic beverages may not be removed from Seletar Business Aviation Centre.
- 2.8. The Customer shall ensure that he is at all times appropriately dressed and shall behave in an appropriate manner. SSAS reserve the right at its sole and absolute discretion to refuse entry or to remove any Customer whose behavior or mode of dress is considered by SSAS to be unsuitable or is likely to offend other Customers.
- 2.9. The Customer agrees to adhere to any no smoking policies in operation in the premises.

### 3. FACILITATION RATES

- 3.1. All rates are quoted in Singapore dollars, and on a per event basis.
- 3.2. All rates are subject to prevailing Goods and Services Tax (GST 7%) and 8% Changi Airport Group (Seletar) concession fees.

- 3.3. No charges will be imposed for children age 2 years and below. Any child above 2 years of age will be considered as 1 adult passenger.

### 4. BOOKING RULES

- 4.1. All bookings must be made at minimum 24 hours prior to Scheduled Time of Arrival or Departure. However, 48 hours' notice is much advised.
- 4.2. A booking is only deemed confirmed and services booked are deemed guaranteed only when you receive an email confirmation from SSAS, which shall be sent to the email you have indicated in your booking request.
- 4.3. In the event you fail to obtain the email confirmation, SSAS will not be held liable or in any way responsible for the availability of the services. Customers without email confirmation will be deemed "walk-in" customers and all services requested upon arrival are subject to availability.
- 4.4. If your group consists of 10 guests or more, please contact our Guest Relations team for confirmation at [General.Enquiries@sats-seletar.com](mailto:General.Enquiries@sats-seletar.com) or by calling +65 6514 0676.
- 4.5. Bookings for services within 24 hours may be possible, please contact our Guest Relations team for confirmation at [General.Enquiries@sats-seletar.com](mailto:General.Enquiries@sats-seletar.com) or by calling +65 6514 0676.
- 4.6. SSAS reserves the right to amend the terms and conditions without notice.
- 4.7. <https://satssbac.zohocreatorportal.com> is solely to assist you in determining the availability of services and to make reservations.
- 4.8. Other terms and conditions will apply to your reservation. You will abide by the applicable terms or conditions, including payment of services when due and compliance with all rules and restrictions regarding availability of services.

### 5. CANCELLATION, AMENDMENT AND NO-SHOW POLICY

- 5.1. Cancellation policies are applicable as below:
- If the cancellation is made more than 6 hours prior to Scheduled Time of Arrival or Departure, a 100% refund will apply.
  - If the cancellation is made between 6 and 2 hours prior to Scheduled Time of Arrival or Departure, a 50% refund will be applied.
  - If the cancellation is made within 2 hours prior to the Scheduled Time of Arrival or Departure, no refund will be applicable.
  - In case of flight diversion, aircraft technical, medivac or return to ramp, no charges shall be applied.
- 5.2. Amendment can be done 2 hours prior to Scheduled Time of Arrival or Departure and less than 2 hours will be considered as "No-Show".
- 5.3. No-Show is chargeable at full cost of service.
- 5.4. Any refund due to you will be paid or set-off within 45 days from the end of the billing cycle.
- 5.5. In the event of disruption caused by natural phenomena including, but not limited to, volcanic activity and adverse weather conditions, our normal cancellation and refund terms will apply.