

## **Covid-19: Advisory for Travellers**

Travel restrictions are in place around the world to contain the spread of Covid-19.

### Travelling to Singapore

All short-term visitors will not be allowed to enter Singapore, except for visitors who have obtained prior approval from relevant authorities listed such as Long-Term Visit Pass (LTVP) holders, including those with in-principle approval (IPA), must seek approval from the Immigration and Checkpoints Authority (ICA); Student's Pass (STP) and IPA for STP (issued by ICA): Ministry of Education's permission must be obtained by submitting the application to the respective educational institutions; Work Pass holders, including dependents and those with in-principle approval (IPA), must seek approval from the Ministry of Manpower; Safe Travel Pass holders (currently only eligible for visitors from Brunei, Mainland China, Malaysia, New Zealand and the Republic of Korea). Please refer to the SafeTravel website for information on the respective schemes (for example, Fast Lane/Reciprocal Green Lane/Air Travel Pass). Those who need to visit Singapore due to extenuating circumstances must seek approval from the Immigration and Checkpoints Authority (ICA). All travellers are required to comply with the prevailing public health regulations and requirements in Singapore. These may include serving a Stay-Home Notice (SHN), and/or taking the COVID-19 swab test.

### Travelling to Indonesia

Indonesia has temporarily banned entry and transit by all foreign nationals. Exceptions would apply to only the following groups: Holders of limited stay permit cards (KITAS) and permanent residence permit cards (KITAP), holders of diplomatic residence permits and official residence permits, medical and food aid and support personnel, sea, air and land transportation crew members. The aforementioned categories of foreign nationals would still need to meet these requirements: 1) Possess a health certificate in English issued by the health authority of their country. 2) Undertake a mandatory 14-day quarantine at designated facilities. 3) Have travelled to or been in or transit through a region/country with no confirmed cases of COVID-19 for the last 14 days. If there are still many countries that are not yet free from COVID-19, the traveller must meet the requirements in numbers 1 and 2 above.

Immigration control at borders remains open for Indonesian citizens entering the Indonesian Territory unless required otherwise. For domestic travel, every person is eligible to travel as long as a Health Certificate with a negative PCR/Swab test results valid maximum of 14 days from the health facility issuance is presented. Besides the above requirements, upon arrival at the destination, it is possible to go through additional health checks or to fill other forms/statement letters required by local authorities/local government.

### Closure of Properties and Outlets

In view of the above, please be informed that Grand Lagoi Hotel, all respective dining outlets and activities will be closed with effect from 1 April to 31 October 2020. Our Reservations Team will assist customers who are affected by the cancellations. Customers who require assistance for their existing bookings can contact the respective Reservation office:

### **Grand Lagoi Hotel**

Email: [reservationlagoi@nirwanagardens.com](mailto:reservationlagoi@nirwanagardens.com)

Telephone: (65) 6213 5794 / (65) 6213 5795 / (62) 770 692988

**Nirwana Gardens:**

Email: [reservations@nirwanagardens.com](mailto:reservations@nirwanagardens.com)

Telephone: (65) 6323 6636 / (62) 770 692505

Our Cancellation Policy:

For guests with existing reservations made on or before 15 March 2020 for stays with a check-in date between 1 April 2020 and 31 October 2020, including reservations with pre-paid rates that are typically more restrictive, we will allow full changes or cancellation without a charge prior to arrival. Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies. The cancellation policy will apply as usual to reservations made after 15 March 2020, and to reservations made on or before 15 March 2020 with check-in dates after 31 October 2020.

For individual reservations booked into a pre-existing group block, please refer to cancellation terms quoted at the time of reservation. Travel agents who require assistance may wish to contact Nirwana Gardens Singapore Sales Office. For more information or questions, please contact [sales@nirwanagardens.com.sg](mailto:sales@nirwanagardens.com.sg).

If you have booked your stay with a scheduled arrival until 31 October 2020, please see below rebooking options we can offer you.

Change your travel dates or property

- You may change your reservation dates without having to pay any fee until and including 1 December 2020.
- From 2 December 2020 onwards, you can change your reservation dates if the same room rate as mentioned in your original booking is available. If you change to a higher rate, you may need to pay the amount difference.

We thank you for your support and will continue to update this page regularly with the latest information.

Yours Sincerely,  
Walid Birak  
Group General Manager

*\*Updated as of 14 September 2020*