

Covid-19: Advisory for Travellers

Travelling to Singapore

With effect from 19 October 2020, 2359hrs, all travellers who are not Singapore Citizens or Permanent Residents, and who have recent travel history to Indonesia within the last 14 days prior to entry will be required to take a COVID-19 Polymerase Chain Reaction (PCR) test within 72 hours before departure. Travellers will need to present a valid negative COVID-19 test result as a condition of approval to enter or transfer through Singapore. Travellers from Indonesia entering Singapore will still be required to serve a 14-day SHN at dedicated SHN facilities and to take a negative COVID-19 test before the end of their SHN. As borders gradually reopen for travel, please refer to the SafeTravel website for information on the respective schemes (for example, Fast Lane/Reciprocal Green Lane/Air Travel Pass). All travellers are required to comply with the prevailing public health regulations and requirements in Singapore. For more information, please visit <https://www.ica.gov.sg/covid-19>.

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 permit and official residence permit, 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 2020 to 30 April 2021. 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

WhatsApp: (62) 811 691 8003

Main Line: (62) 770 692988

Nirwana Gardens:

Email: reservations@nirwanagardens.com

WhatsApp: (62) 811 691 8002

Main Line: (62) 770 692 505

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 30 April 2021, 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 30 April 2021.

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.

If you have booked your stay with a scheduled arrival until 30 April 2021, 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 30 April 2021. Booking and stay period excludes peak period and black-out dates.
- From 30 April 2021 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 30 March 2021*