

FAQs

Location

1. Where are Dnata's airport lounges located at?

Terminal 1:

The lounge is located on Level 3 in the Transit Area of Terminal 1 and is less than 1 minute from central immigration. Click [here](#) for more details on this lounge location.

Terminal 3:

The lounge is located on Level 3 in the Transit Area of Terminal 3 and is less than 3 minutes from central immigration. Click [here](#) for more details on this lounge location.

2. What are the operating hours of the airport lounges?

Both lounges are opened 0330 hours to 0230 hours 7 days a week.

Booking

3. Are all members allowed to book access passes for the airport lounge?

Only card-carrying NUSS members (Spouse and Junior Members who are 18 years and above) are allowed to make a booking for access passes to the airport lounge facilities.

For spouses and children who are **not** NUSS Spouse Members or Junior Members respectively, are not allowed to book the facility.

However, they *are able* to utilize this member's benefit, as long as passes have been booked for them.

4. How many passes in total has the Society committed to?

Do note that there are a maximum of 1000 complimentary and discounted passes from 1 December 2016 to 30 November 2017. To facilitate a more evenly distributed usage, the society has allocated **250 access passes (complimentary and discounted)** for each quarter of the year.

I.e. Dec 2016-Feb 2017, Mar-May, Jun-Aug, Sep-Nov 2017

5. Are bookings transferable?

Bookings are **not** transferable. Please note that the name/s made in each booking must tally with the respective travel documents.

6. How long can I use the lounge for?

Please note that all bookings, once confirmed, provide members complimentary access to the selected airport lounge, for a maximum of four hours.

7. How many months can I book the access pass/es in advance?

Bookings can be made up to 6 months in advance, subject to availability.

8. Do I need to pay to utilize this member's benefit?

Members are provided a maximum of **TWO complimentary access (lounge) passes** from 1 December 2016 to 30 November 2017, regardless of whether they are adult or child passes, subject to availability.

Beyond the complimentary passes, members can purchase at a discounted and retail price.

Please see below Table A for the breakdown of costs (if any) for the utilization of this member's benefit.

Table A

Benefit to Member	Each member can redeem up to a pair (2) of access passes from 1 December 2016 to 30 November 2017 on a complimentary basis, subject to availability.
Purchase Limit	A limit of 250 access passes will be made available per quarter on a first-come-first-served basis. Members will have to show proof of membership i.e. NUSS Card, purchase (an e-ticket) of their trip and their passport to redeem the access passes.
Purchase of Additional Lounge Access Passes	DBS NUSS Visa Card* holders: additional 5 access passes can be purchased at a discounted price of \$10 each per quarter. NUSS Members are encouraged to apply for NUSS DBS Co-Branded Credit Card with no annual credit card fees. <i>*Please note that the credit card will have to be activated and valid at the time of purchase. Card holders are encouraged to activate their cards upon card receipt. Kindly allow 14 days thereafter for membership records to be updated of card details.</i> Bookings are to be made by DBS NUSS Visa Card holders to enjoy the discount. Non-DBS NUSS Visa Card holders: additional 5 access passes can be purchased at a discounted price of \$25 each per quarter.

The sixth access passes onward can be purchased at a retail value as per the following breakdown*.

Adult passes (>13 years old) - **\$50nett**

Child passes (6 – 12 years old) - **\$30nett**

Toddler passes (<6 years old) – **Complimentary**, however, members have to indicate the number of toddler passes they are booking in the system.

*****Please note that passengers' ages provided in their bookings must be based on the date of travel.***

9. How do I book access passes for the airport lounge facility?

- (i) You can book a slot at “Members’ Login” on NUSS website.
- (ii) Click “Booking of Facility”
- (iii) Select “Airport Facility – Dnata”
- (iv) Choose date of travelling
- (v) Fill in flight details - click “Add Ticket” and if you are booking only one access pass, once the page is refreshed you can just click on “Confirm Booking”.
However, if should you wish to book more than one access pass, you can continue until you have completed keying in all passengers’ flight details and click “Confirm Booking”.
- (vi) The page should then bring you to check your booking details. Click “I Agree” and “Confirm Your Booking”. Please also run through the Terms & Conditions before confirming.
- (vii) You will then be taken to a summary of your flight details and your booking reference number. Please select “Print This Page” or you can use your booking confirmation email upon registration at Dnata’s reception counter. Please note that only members, who have a **valid email address** in our system, will receive the confirmation email.
- (viii) Bookings, once confirmed, will also be reflected under “Your Schedule” upon members’ login.

*If you do not have an account, please click

<https://nussweb.org.sg/nussweb/main/signup.asp?proc=signup> to create a new account.

*If you do not remember your login password, please click

<https://nussweb.org.sg/nussweb/main/signup.asp?proc=reset> to reset it.

10. Can I book for more than one (1) flight per time?

No, you can only book for yourself or people who are travelling with you per log in.

However after the email confirmation has been sent to you, you can log in again to book under a different flight thereafter.

11. Are my spouse and child (Spouse Member and Junior Member who are under my membership) required to book their own pass if they were to join me at the airport lounge?

The limit of 5 access passes at a discounted price per quarter is allocated to the main member. I.e. if a supplementary (spouse or junior) member makes a purchase, it will add to this allocation of the main member.

Junior Cat B Members and Life Members (Transferred) are also entitled the same allocation of 5 access passes at a discounted price per quarter.

12. Can I cancel a booking?

Cancellations must be made more than 72 hours prior to the flight. Otherwise, a cancellation charge of \$35 (per Adult) and \$30 (per Child between aged 6 to 12), inclusive of GST, applies for cancellations made **less than 72 hours** prior to the booked slot.

E.g. If the member's flight is on a Friday 8pm, he/she has to cancel the booking 72 hours (three days) before, by Tuesday 8pm.

13. How do I cancel my booking?

You can cancel your booking at "Members' Login" on NUSS website. Please click "Booking of Facility"- select "Your Schedule"- click "Cancel".

14. What facilities do these airport lounges have?

Terminal 1: Please visit <http://www.dnata.sg/t1lounge.html> for more information.

Terminal 3: Please visit <http://www.dnata.sg/t3lounge.html> for more information.

Guest

15. Am I allowed to bring a guest (non-member) to the airport lounge?

No guests (member or non-member) without a valid booking, are allowed to access the airport lounge.

Fees

16. What happens if I do not show up for my booking?

A **no-show fee of \$35** per adult and **\$30** per child (6-12 years old) will be charged to your membership account. These charges are inclusive of GST.

An email will also be sent to you informing you of this no-show fee at the end of the day (as per the email address provided to NUSS).

17. Could I write in to appeal to waive off my no-show/cancellation charges?

Exceptions to the waiver of no-show or cancellation charges will only be made under extreme circumstances. I.e. Death in family or due to critical injury that impairs travel and certified hospital documentation is required. Note: this does not assure a cancellation will be obliged by the Society.

Others

18. Is there anything that I will need to bring along upon my visit to the airport lounge?

Please present your **membership card** upon registration with a **print out/electrical version of your booking** of the Airport Lounge facility. All necessary travel documentation also has to be provided upon registration (passport and boarding pass).

Please ensure that all information provided during the booking of airport lounge access pass/es is accurate. Members are responsible for any inaccurate information provided. Extra charges will be reflected in members' monthly Statement of Accounts.

19. Whom do I contact if I have further enquiries or require further clarifications?

You may contact our main hotline at 6779 1811. Otherwise, you can contact Priscilla Chong (Sales and Marketing Executive) at 6586 3704 or email her at priscillachong@nuss.org.sg. For feedback, you may write to mship@nuss.org.sg

IT

20. I forgot my login password, how do I reset my password?

You can reset your password at "Members' Login" on NUSS website. Please click "Forgot Your Password?" and fill up the mandatory information. When you are done, please click "Reset". You may now proceed to log in with your new password.

21. Whom do I contact for IT-related issues?

You may contact our Information Systems Department at is@nuss.org.sg or 6586 3706.

Terms and Conditions

Liability

Dnata and NUSS shall not be responsible or liable for any loss or damage to personal properties, or any injuries, death or illness suffered, howsoever arising out of or in any way connected with the use, whether proper or otherwise, of any of the facilities, whether defective or not, of Dnata.

Dnata and NUSS will not be responsible for any death, injury or mental impairment of any person and/or aggravated by any prior injury or illness whether known or unknown through the use of facilities or advice given by the staff of Dnata.

Dnata reserves the right to refuse entry to any members with a medical condition that maybe injurious to themselves or other users in its facilities.

Membership and all its rights, benefits and entitlements are not transferable and exchangeable for any goods or services in the facilities.

No person using the facilities of Dnata shall take away, or permit to be taken away, any properties belonging to Dnata.

In the event that a member or member's guest loses or damages any of the Dnata's properties, the relevant member shall be liable to compensate the Dnata accordingly.

Complaints and Disputes

Any complaints concerning Dnata or disputes relating to the interpretation of these Rules and Regulations and/or the by-laws shall be referred to NUSS, and the decision shall be final and binding. For feedback/complaints, please email mship@nuss.org.sg

Club Staff

Abusive behaviour towards any members of the staff shall not be condoned. If a member has any cause for complaint, the member may bring it before NUSS in writing. For feedback/complaints, please email mship@nuss.org.sg.

The management of Dnata reserves the right to refuse entry to the Lounge any passenger who is suspected to be intoxicated with alcohol and/or with unruly behaviour. Dnata further reserves the right to either refuse entry or remove from the lounge, any passenger who misconducts him/herself and/or becomes abusive to self and others, preventing other users from the quiet enjoyment of the Lounge. On the occasion where the Lounge is operating at its full capacity, Dnata reserves its right to politely turn passengers away or request that they come back at a later time.

Should members wish to purchase more than the 5 discounted access passes, Dnata shall charge for each entry to the Lounge (Please refer to Table A for more information). Each passenger may use the Lounge for up to 4 hours. Another entry approval must be gained from NUSS before an extension of another 4 hours of lounge use by the same guest.

Data Privacy and Security

When required, NUSS shall provide Dnata with access to relevant data pertaining to NUSS and its members' data (including without limitation personal data as permitted by the appropriate laws) necessary only for Dnata to provide the services.

Dnata shall comply with all applicable laws and regulations, and all reasonable instructions or directions, in respect of the handling of Company Data and User Data and shall take all practicable steps to ensure that all such data are protected against unauthorised or accidental access, processing, copying, erasure, retention, or other inappropriate use.

Amendments

The Management may amend these terms and conditions from time to time at its absolute discretion, and the member shall be deemed to have agreed to such alteration.