

FAQs

Location

1. Where are MARHABA airport lounges located at?

Terminal 1:

The lounge is located on Level 3 in the Transit Area of Terminal 1 and less than 1 minute from central immigration.

Terminal 3:

The lounge is located on Level 3 in the Transit Area of Terminal 3 and less than 3 minutes from central immigration.

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

The lounge is open 24 hours, 7 days a week.

(In view of the decline in passenger traffic, marhaba lounges' operating hours are revised. Please refer to the main page [here](#) for latest operating hours.)

Booking

3. Are all members allowed to book marhaba's airport lounges, free of charge?

- (i) Firstly, bookings have to be made 3 clear working days **prior** to visiting the airport lounges.
Do ensure that you have also received a booking confirmation email as proof of booking before your visit.
- (ii) Only these classes of members (*Honorary Members, Senior Members, Life Members, Ordinary Members, Associate Members, Term Members, Overseas Members, Corporate Members*) may enjoy **TWO complimentary passes*** every 12 months (from 1 Dec – 30 Nov).
- (iii) Additional passes are available at a discounted rate* of **\$25** of the retail rate of \$50

Up to a **maximum of 5 discounted passes** are available for members whose membership type belongs to the above classes. Please visit **Annex A** for a detailed breakdown of the costing.

**subject to availability*

4. Are bookings transferable?

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

5. Who are allowed to book access passes for the airport lounge?

Members (including Spouse and Junior Membership) will be able to book for the passes via the link on the website

i.e. Sub-card holders (i.e. Spouse and Junior Members Category A, the latter of whom need to be at least 18 years and above) are allowed to use their own membership IDs to book access passes to the airport lounge facilities. However, the passes that they book will be reflected under the main card holder's account.

Spouses and children, who are **not** NUSS Spouse Members or Junior Members Category A respectively, are not allowed to book the facility. However, passes can be booked for them by an NUSS member.

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

250 access passes, both complimentary and discounted, have been allocated to each quarter of the year.

I.e. 1 Dec - Feb, Mar - May, Jun - Aug, Sep – 30 Nov.

Once these 250 passes have been fully booked for the quarter, members will be updated about the passes' availability when they book. Should members wish to utilise the lounge, they can still proceed to book the passes; however do note that each pass will be chargeable as per retail price of \$50 per pass.

7. How long can I use the lounge for?

All bookings, once confirmed, members will have complimentary access to the selected airport lounge, for a maximum of four hours.

If your flight is past midnight, do key in your actual flight time when booking your lounge access passes, and not the time of visit.

marhaba will allow members to visit the lounge, as long as all travel and personal documents tally.

8. 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.

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

Click this link to book [Here](#)

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

You can submit 1 request for yourself or people who are travelling with you on the same flight per log in.

However, after receiving the email confirmation, you can log in to the system again and book under a different flight thereafter.

11. Can I cancel a booking?

Cancellations must be made at least 3 working days prior to flight.

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 3 working days prior to the booked slot.

E.g. If the flight is on a Monday, the booking has to be cancelled by Wednesday (three working days) the preceding week.

12. How do I cancel my booking?

Email to mship@nuss.org.sg

Guest

13. 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

14. 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).

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

We understand that sometimes due to unforeseen circumstances, members are unable to visit the lounges. We do our best to make exceptions to the no-show or cancellation charges, however, these waivers are still subject to NUSS Management's approval.

Others

16. What do I need to bring along upon my visit to the airport lounge?

Please present your **membership card** upon registration, with email confirmation **your booking** at the Airport Lounge facility. All necessary travel documentation also has to be provided upon registration (passport and boarding pass).

Do 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 (if any) will be reflected in members' monthly Statement of Accounts.

17. Who do I contact if I have further enquiries or require further clarifications?

You may contact our main hotline at 6779 1811 or email us at mship@nuss.org.sg.

18. Who 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

marhaba 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 marhaba.

marhaba 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 marhaba.

marhaba 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 marhaba shall take away, or permit to be taken away, any properties belonging to marhaba.

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

Complaints and Disputes

Any complaints concerning marhaba 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 marhaba reserves the right to refuse entry to the Lounge any passenger who is suspected to be intoxicated with alcohol and/or with unruly behaviour. marhaba 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 lounges. On the occasion where the lounge is operating at its full capacity, marhaba reserves its right to politely turn passengers away or request that they come back at a later time.

Should members wish to extend their visit to the lounges by another 4 hours, another entry approval must be gained from NUSS.

Data Privacy and Security

When required, NUSS shall provide marhaba 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 marhaba to provide the services.

marhaba 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.

Annex A – Breakdown of costs (if any) for the utilisation of this member’s benefit.

Benefit to Member	Each member from the stated classes (found on page 1) can redeem up to a pair (2) of access passes from 1 December to 30 November each year, on a complimentary basis. Redemption is also subject to availability.
Purchase Limit	<p>A limit of 250 access passes will be made available per quarter on a first-come-first-served basis.</p> <p>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.</p>
Purchase of Additional Lounge Access Passes	<p>Up to an additional of 5 access passes can be purchased at a discounted price of \$25 each per quarter.</p> <p>The sixth access passes onward can be purchased at a retail value as per the following breakdown*.</p> <p>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.</p> <p><i>**Please note that passengers’ ages provided in their bookings must be based on the date of travel.</i></p>