

ICBC Mastercard® Credit Card - Staycation at The Barracks Hotel Sentosa (“Promotion”)
Frequently Asked Questions

1. When is the Promotion Period (“Promotion Period”)?

This Promotion is valid from 1 August 2021 till 31 October 2021 (both dates inclusive).

2. What are the applicable cards (“Card”) under this Promotion?

ICBC Global Travel Mastercard Credit Card

ICBC Chinese Zodiac Credit Card

3. What are the eligibility criteria for this Promotion?

You will qualify for the Promotion (“**Eligible Cardmember**”) if:

- (a) you are an individual that holds ICBC Mastercard Credit Card (ICBC Global Travel Mastercard Credit Card or ICBC Chinese Zodiac Credit Card) issued by ICBC Singapore (“**Card**”) and your Card account is satisfactorily conducted and remains active; and
- (b) you are among the top 3 Eligible Cardmembers with the highest amount in qualifying spend within the Promotion Period.

4. What prize can I enjoy under this Promotion?

After the Promotion Period, if you are one of the top 3 spenders, you will receive **ONE (1)** 3D2N Staycation Package at The Barracks Hotel Sentosa (“**Prize**”).

3D2N Stay in Suite Room Details:

- Daily Breakfast for 2 at TBH Living Room
- Daily evening cocktails and canapes in the Living Room
- Afternoon Tea Set for 2 with free-flow champagne per stay
- Round-trip hotel transfers using JEEP or limousine service
- HideMasa Megumi Teppanyaki Menu for 2 (set menu)
- S\$300 Dining Credit with F&B outlets in Mess Hall
- Ximula Breakfast Sail with
 - 3-hour private yacht trip to the Southern Islands
 - Complimentary picnic basket packed with sandwiches, snacks, beverages and a bottle of wine
 - Cruise along the Marina Bay before returning to Sentosa
 - For up to a maximum of 5 persons (Capacities are subjected to the Covid-19 restrictions)
 - One week advanced booking is required

5. How do I redeem the Prize?

Eligible Cardmembers who qualify to receive the Prize will be notified via SMS and/or post within thirty (30) working days after Promotion end date. Notification SMS and post will be directed to Eligible Cardmember’s last known registered number and mailing address in ICBC Singapore’s records. Eligible Cardmember is to follow the instructions on the letter to book his/her hotel stay.

6. How can I make hotel reservation?

All reservations must be made at least one (1) week in advance of the stay date and confirmation is subject to availability. Reservations excludes PH and eve of PH. To make your reservation, please contact vipdesk@slh.com or call +65 3157 3190 during the validity period and kindly quote your Coupon Code and Mastercard Staycations (SLPMCP).

7. What is the Prize redemption period?

Redemption period is valid for six (6) months from the date of the issuance of the Prize redemption letter and is non-extendable.

8. What should I do if my reservation is affected by the Covid-19 restrictions?

You may contact vipdesk@slh.com or call +65 3157 3190 to modify the reservation dates.

9. How can I contact The Barracks Hotel Sentosa?

- Address: 2 Gunner Lane, Palawan Ridge, Sentosa Island, Singapore 099567
- Contact Number: (+65) 6722 0802

10. Can my Supplementary Cardmember enjoy this Promotion?

Yes, all qualifying transactions charged to the supplementary card will be calculated as qualifying transaction under principal card.

11. What are qualifying transactions for this Promotion?

Qualifying transactions shall refer to retail transactions, online transactions and foreign currency transactions charged to the Card and posted during the Promotion Period. For the avoidance of doubt, if the transaction was made on 31 October 2021 and posted on 1 November 2021, this transaction would not be considered as qualifying transaction under this Promotion.

12. Under what circumstances will I not be eligible for this Promotion?

You will not be eligible for this Promotion if at the time of fulfillment:

- a) your Card Account is not in good standing and is overdue;
- b) your Card has been reported lost or stolen;
- c) your Card has been frozen for any reason;
- d) your Card and/or Card account is suspended, cancelled or terminated for any reason during the Promotion;
- e) you violated the terms of your ICBC Credit Card Cardmember's Agreement; or
- f) we believe or suspect that any transaction is illegal, fraudulent, dishonest, or unauthorized.

All information correct as of 1 July 2021.

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