Safe Travel Concierge (STC) FAQs

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1. Account Creation

a. Why do I need to create an account?

Creating a Safe Travel Concierge (STC) account will enable you to book an Arrival COVID-19 Test and record your trip details before you depart for Singapore. You may amend your trip and booking details as they change. You will also receive a personalised travel requirements checklist and have access to trustworthy COVID-19 resources.

While the STC can be used by all arriving passengers (including passengers arriving at Seletar Airport), passengers transferring through Singapore do not need to undergo an Arrival COVID-19 Test and hence do not need to book one on STC.

b. Do I have to pay to sign up for an account?

No. Registering for an STC account is free.

c. I did not receive an email with a verification code after signing up. What should I do?

Please ensure that your main inbox is not full. Please also check your junk folder. If you cannot find an email with a verification code from us in either folder, please wait for 2 hours before trying to sign up again with the same email address. Alternatively, you may try signing up again immediately using another email address.

If you are still unable to receive an email with a verification code from us, you may proceed to https://safetravel.changiairport.com/arrivalswabtest/#/ to book an Arrival COVID-19 Test.

d. I signed up and received an email with a verification code but did not complete my registration by verifying my email. What should I do?

Please verify your email by following the instructions provided in the verification email. If you find that you are unable to do so, please wait for 2 hours from the time you first signed up, before trying to sign up again with the same email address. Alternatively, you may try signing up again immediately using another email address.

e. I cannot click the “Continue” button after filling in my details and clicking “Sign Up”. What should I do?

You will need to verify your account by clicking the link sent to the email you used to sign up for an account. Please check your email inbox and junk folder.

f. Can I edit my account profile?
Yes. You may return to the profile page at any time to update your profile. Do note that changes made here will not affect any existing trip details, Arrival COVID-19 Test bookings and personalised Safe Travel Checklist pre-arrival requirements. They will only be reflected in new trips that you create after making this change to your profile.

g. Can I delete my account?

If you would like to delete your STC account, please write to enquiry@changiairport.com. Please state your account details (email address and name).
2. Booking an Arrival COVID-19 Test

a. Do I need to book an Arrival COVID-19 Test?

Please follow the guidelines set by the Singapore government (https://safetravel.ica.gov.sg/) to find out more about Singapore’s existing travel policy.

Travellers who are 2 years’ old or younger (counted by calendar year, not birth date) are not required to take an Arrival COVID-19 Test.

b. How do I book an Arrival COVID-19 Test for myself?

Log in to your STC account. Click on “Add a Trip”, fill in your details and save your trip. In your trip, click on “Arrival COVID-19 Test Booking”, fill in your details, select the type of test you wish to take, read and acknowledge the T&Cs and proceed to pay.

Once you have successfully paid, you will receive a booking confirmation email containing a QR code which you will have to produce to staff upon arrival to proceed with your COVID-19 test. The email will also include details of your booking and instructions on how to edit or cancel your booking. STC users may also log in to your account to retrieve the QR code.

Please refer to Section 7. Step by Step Guide for further guidance.

If you are unable to sign up for an STC account, please proceed to https://safetravel.changiairport.com/arrivalswabtest/#/ to book an Arrival COVID-19 Test.

c. I have booked and paid for my Arrival COVID-19 Test but I have not received any email confirming my booking. What should I do?

Log in to your STC account. On the “My Trips” page, click on the specific trip associated with this Arrival COVID-19 Test booking. Click on your Arrival COVID-19 Test booking and you should be able to access your booking confirmation and QR code there. Please note that the email confirming your booking will be sent to the STC account holder’s email address, not the email address stated in your specific booking.

If you do not see any booking confirmation or QR code, it means that your payment was unsuccessful, and you do not have a booking. Please make a new booking. Consider using another credit card to make this new booking.

If you do not have an STC account, and there is proof of a successful deduction made on your bank account, please write to enquiry@changiairport.com with the following details:

- 13-digit booking ID (starting with 16) found in the booking receipt sent to your email;
- Last 4 digits of the credit card used, name of credit card holder and name registered for the Arrival COVID-19 Test

d. How do I book an Arrival COVID-19 Test for someone else?
Log in to your STC account. Click on “Add a Trip”, fill in their details and save the trip. In their trip, click on “Arrival COVID-19 Test Booking”, fill in their details, select the type of test they wish to take, ensure that they read and acknowledge the T&Cs and you may proceed to pay.

Please refer to Section 7. Step by Step Guide for further guidance.

While you can make bookings for others on STC, we encourage all passengers to set up their own STC account to record their own trips and manage their own bookings.

e. How do I book an Arrival COVID-19 Test for a group?*

Log in to your STC account. Click on “Add a Trip”. Under “Who is travelling?”, click on “Add a group”. You may choose to fill in the group’s details using the Excel form provided or manually on STC itself. Upon filling in the group’s details, choose the type of test the group wishes to take, ensure that all passengers read and acknowledge the T&Cs and you may proceed to pay.

*A group is defined as no more than 50 passengers, who are of the same traveller type and are travelling on the same flight.

Please refer to Section 7. Step by Step Guide for further guidance.

f. I have booked an Arrival COVID-19 Test, but I cannot see it in “My Trips”. What should I do?

If you have received a booking confirmation email, it means that your booking was successful. The reason why you may not be seeing it in your STC account may be because you have exceeded the allowable display limit of 200 bookings.

To see your latest bookings, please delete your past trips to create space in your STC account. You will be able to delete past trips 2 weeks after the scheduled date of arrival. Please do not delete active trips/bookings that have yet to take place.

We strongly recommend you open a new STC account using another email address to continue making new bookings.

g. Which Arrival COVID-19 Test should I book?

STC offers 2 types of tests: Standard Polymerase Chain Reaction (PCR) and Express Loop-Mediated Amplification (LAMP). Both tests have been validated by the Ministry of Health to be adequate for serving as Arrival COVID-19 tests.

The Standard PCR test provides travellers with results within 12 hours and costs SGD 125, whereas the Express LAMP test provides travellers with results within 1 hour and costs SGD 204. It is completely up to travellers which test you would like to take.
3. Amending your Arrival COVID-19 Test booking

a. Can I edit my Arrival COVID-19 Test booking?

Yes. You may edit the travel details of your booking (the country you are travelling from, traveller type, flight details) up till the date of expiry of your booking (i.e. 7 days after your scheduled arrival). However, you may not edit your personal particulars or contact details. If you would like to edit your personal particulars or contact details, please inform medical staff at the testing facility upon your arrival in Singapore.

Log in to your STC account. On the My Trips page, click on the specific trip you wish to edit the associated booking details of. Scroll down and edit your details accordingly. Changes made to trips that you have already paid the Arrival COVID-19 Test bookings for, will be reflected on both your trip, as well as your Arrival COVID-19 Test booking.

Please note that if your newly selected arrival date or time has no availability for your chosen test type, you would have to cancel your existing booking first and make a new booking.

Please refer to Section 7. Step by Step Guide for further guidance.

b. Is there a fee for editing the booking?

No. You may edit your booking details for no charge, up to the date of expiry of your booking.

c. Can I cancel my Arrival COVID-19 Test booking and request for a refund?

Yes. You may cancel and request for a refund for your booking up till the date of expiry of your booking (i.e. 7 days after your scheduled booking). Please note that group bookings can only be cancelled 24 hours after making the initial booking.

Log in to your STC account. On the “My Trips” page, click on the specific trip you wish to cancel the booking for. Scroll down and cancel the booking. Note that you must cancel your Arrival COVID-19 Test before you can delete the associated trip that you had created in your STC account.

Please refer to Section 7. Step by Step Guide for further guidance.

d. Is there a fee for cancelling the booking?

All cancellations and refunds, manual or automated, are subject to an SGD 3 processing fee.

e. What happens if I do not turn up for my Arrival COVID-19 Test booking?

You may edit or cancel and request for a refund for your booking up to the date of expiry (i.e. 7 days after your scheduled booking). However, if no action (edit/cancellation) is taken by you before your booking expires, your booking will automatically be cancelled and you will receive a refund from us, less an SGD 3 processing fee.
f. **What happens if my flight is delayed or arrives earlier?**

If you had booked a Standard PCR test, your test will continue to remain valid for such situations. Your booking will only expire 7 days after your scheduled arrival date.

If you had booked an Express LAMP test, we will try our best to facilitate your test, but it will be subjected to availability as there is a limited number of Express LAMP tests available at any time. If there is no availability, travellers will be advised to cancel your booking and book a Standard PCR test onsite instead.

g. **Can I change my test type after making a booking?**

Once you have made any booking, you will not be able to change the test type. Therefore, we urge you to consider your selection of test carefully before you make any booking. To change your test type, you would have to cancel your existing booking and make a new one.

h. **I have received the booking receipt of my Arrival COVID-19 Test but my name is not on it as I had used someone else’s credit card for the payment. Can I change the name on the receipt for claim purpose?**

We are unable to change the content on the receipt as it is tagged to the credit card that was used for payment. We recommend that you attach your Arrival COVID-19 Test booking confirmation email and results along with the receipt for your claim.

i. **When will I be able to receive my Arrival COVID-19 Test results?**

It will usually take up to 12 hours before your test results will be released. During this period, you should not venture out of where you are residing during your stay in Singapore. Should you not receive your test result within 12 hours, please email airborder@rafflesmedical.com with your enquiry.
4. Other Account and Booking-Related Enquiries

a. **How many bookings can I make using my account?**

Each account has an allowable display limit of 200 bookings. Please open a new account using another email address to make new bookings.

b. **What are the payment modes accepted?**

We accept payments made via Visa, Mastercard, Amex, UnionPay, Alipay and WeChat Pay.

c. **How can I obtain a copy of the payment invoice for my insurance claim?**

Upon payment for your booking, you should have received 2 emails: one from STC, containing details of your booking; and one from the payment site, containing details of your payment. You may use the letter for your reimbursement/claims.

If you had made your booking by other means (e.g. onsite at the airport registration counter), please retain the POS receipt for your reimbursement/claims. There will be no other payment invoice issued.

d. **Where can I view my past trips and bookings?**

In your STC account, on the “My Trips” page, scroll down to the bottom of the page. There is a section titled “Past Trips”. Click on the header to view your past trips.

e. **Where can I find out more about the Arrival COVID-19 Test?**


For immigration-related information, please refer to [https://safetravel.ica.gov.sg/](https://safetravel.ica.gov.sg/).
5. COVID-19 Insurance

a. Can I purchase COVID-19 insurance from insurance providers not listed on STC?

Yes. You may purchase COVID-19 insurance from insurance providers based in Singapore or your home country.

b. Where can I find out more about COVID-19 Insurance?

6. Useful Links for Reference


The STC T&Cs can be found at here.

The Arrival COVID-19 Test T&Cs can be found here.


For enquiries on your COVID-19 test results, please contact us at airborder@rafflesmedical.com.

For all other enquiries, please contact us at enquiry@changiairport.com.
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7. Step by Step Guide for STC

a. How do I book an Arrival COVID-19 Test for myself?

Log in to your STC account. Click on “Add a Trip”.

Under “Who is travelling?”, select your name from the dropdown list. Under “Where are you travelling from?”, select the appropriate origin country from the dropdown list.
Verify that your Personal Particulars are correct. If you had selected your account profile as the traveller, the personal particulars fields should already be pre-filled with the information you had input when setting up your account.

Please note that the email address you provide will be the one to which your COVID-19 test results will be sent.

Fill in your travel details. Under “Traveller Type”, select the appropriate type for yourself from the dropdown list. Fill in your flight details for your arrival flight to Singapore. If you have not confirmed your flight, you may tick “I have not booked this flight.” Please note that you will not be able to book an Arrival COVID-19 Test without filling in your flight details first.

Verify that all your details are correct, then click on “Save Trip”.

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After saving your trip, you may be redirected to the “My Trips” page. Click on your desired trip, then click on “Arrival COVID-19 Test Booking”.

Read the information, then click on “Book”.
Please fill in your ID type and number. Only Singaporeans are permitted to select NRIC and to input their NRIC number. Travellers of all other nationalities should input their passport number.

Please also fill in your address in Singapore, where you will be staying while awaiting your test results.

Check that your personal particulars are correct. If the information is not correct, please click on “Edit your trip” to make the necessary changes. Please note that once you have booked your Arrival COVID-19 Test, you will not be able to change your personal particulars on STC anymore. However, you will still be able to change your flight information on STC. To change your personal particulars, you will have to inform the staff at the testing facility upon your arrival in Singapore.
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When you have finished filling in your details, please click on “Next”.

Please select the type of Arrival COVID-19 Test you would like to take. Please choose carefully as you will have to cancel and make a new booking if you change your mind later on.

If the test slots for your arrival time have been fully booked, you might not be allowed to book the Express LAMP test. In this case, you may only book the Standard PCR test, or you could edit your travel details to book the Express LAMP test.
Once you have selected your test type, please review your booking details. Please read and acknowledge the Terms & Conditions (including information about our edit and refund policy). When you are ready to make payment, please click on “Confirm & Place Order”. You will be redirected to another site to make payment.

After you have made your payment, please do not close or navigate away from the payment confirmation page. You will automatically be redirected back to the STC platform. In your STC account, you will see a booking confirmation with details of your booking, including a QR code, which you may save an image of.

You may now proceed to complete the other sections of your Safe Travel Checklist! Do note that the checklist serves as a guide for you to know what requirements you should fulfil before travelling to Singapore. It is not compulsory for you to upload your documents onto the STC platform.
b. How do I book an Arrival COVID-19 Test for someone else?

Log in to your STC account. Click on “Add a Trip”.

Under “Who is travelling?”, select “Add a person” from the dropdown list. Under “Where are you travelling from?”, select the appropriate origin country from the dropdown list.
Fill in the “Personal Particulars” section for the passenger. Please note that the email address you provide will be the one to which his / her COVID-19 test results will be sent.

For the remaining steps, please follow the rest of the steps outlined in Section 7a. “How do I book an Arrival COVID-19 Test for myself?”
c. How do I book an Arrival COVID-19 Test for a group (that I may or may not be travelling with)?

Log in to your STC account. Click on “Add a Trip”.

Under “Who is travelling?”, select “Add a group (50 travellers max)” from the dropdown list. Please note that there can be a maximum of 50 travellers in each group booking on STC.

For example, if you would like to make bookings for 70 travellers, you will have to submit at least 2 group bookings on STC (the first one with 50 travellers; the second one with 20 travellers).

Please note that while each group booking can hold a maximum of 50 travellers, each STC account has an allowable display limit of 200 bookings. This means that you can make a maximum of 4 group bookings, each with 50 travellers, in one account. Please create a new STC account with another email address if you would like to make more bookings.
Before you proceed any further, please note that all travellers in a group booking should be of the same traveller type and travelling on the same flight. If either of the aforementioned features are different for members of the group, please submit individual bookings for them.

Please select the number of travellers in the group.

Under “Where is your group travelling from?”, select the appropriate origin country from the dropdown list. Under “Traveller Type”, select the appropriate type for the group from the dropdown list.
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Next, fill in the group’s travel details.

Next, fill in the group’s traveller particulars. You may choose to do so via an Excel form downloaded from STC (left image), or via manual input on STC (right image).
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If you choose to fill in the Excel form, please note that you can only enter a maximum of 50 entries. Please fill it in carefully and correctly, as you will have to reupload the whole form again if you would like to make any changes later on.

When you are done, save the file and upload it onto STC.

If there is an error in your form, you will see an error message in red, like in the left image below. You will not be able to click on “Next”. Please delete your form and re-upload it when you have checked that the form has been filled in completely and accurately.

If you have successfully uploaded your form, you will see a success message in green, like in the right image below. You will now be able to click on “Next” and continue with your booking.
After successfully uploading your group form, please review your inputs. You may click on each traveller to check his / her details.

If you would like to edit any of the details, please click on “Edit and resubmit the group form”. Your earlier inputs will disappear and you will have to submit the whole Excel form again.

If you choose to manually input the group’s traveller particulars, please ensure that each traveller section is completed.
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Please select the type of Arrival COVID-19 Test the group would like to take. Please choose carefully as you will have to cancel and make a new booking if you change your mind later on.

If the test slots for your arrival time have been fully booked, you might not be allowed to book the Express LAMP test. In this case, you may only book the Standard PCR test, or you could edit the group’s travel details to book the Express LAMP test.

Please review the group’s booking details. Please read and acknowledge the Terms & Conditions to know more about our edit and refund policy. When you are ready to make payment, please click on “Confirm & place order”. You will be redirected to another site to make your payment.
After you have made your payment, please do not close or navigate away from the payment confirmation page. You will automatically be redirected back to the STC platform.

In your STC account, you will see the bookings for all members of your group on your “My Trips” page. If you click on an individual traveller’s trip, you will see a booking confirmation with details of your booking, including a QR code, which you may save an image of.

You may now proceed to complete the other sections of your Safe Travel Checklist for your travellers! Do note that the checklist serves as a guide for you to know what requirements you should fulfil before travelling to Singapore. It is not compulsory for you to upload your documents onto the STC platform.
d. How do I edit / cancel an Arrival COVID-19 Test Booking? (For travellers who have already paid for their booking)

On the “My Trips” page, click into the trip you wish to edit the details of. Click on “Edit trip”.

Alternatively, click on “Arrival COVID-19 Test Booking”. Click on “Edit Trip”.

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You may edit any of the editable fields ie. travel details. Please note that you may not edit your personal particulars on STC. When you have finished editing your trip, click on “Save Trip”. Your edits will now be reflected in your Arrival COVID-19 Test booking too.

If you would like to cancel your booking, on the “My Trips” page, click on the trip you wish to cancel the booking of.
Click on “Cancel Booking”.

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e. [Note] For Passengers on the Vaccinated Travel Lane (VTL)

Based on your travel details, STC will be able to detect that you are a VTL traveller. If you are indeed a VTL traveller, please tick the checkbox that will appear, titled “I am travelling on the Vaccinated Travel Lane.”
f. [Note] For Passengers on the Air Travel Pass (ATP)

If you are an ATP applicant, please fill in your “Add a trip” form as accurately and closely to your ATP application on STO’s portal as possible.

Under Traveller Type, please select either “Short-term visitor (business) / ATP” or “Short-term visitor (leisure) / ATP” depending on your purpose of travel.

When you reach the Arrival Covid-19 Test Booking page, you will be prompted to fill in your ATP Reference Number. This number can be found in the email from STO requesting you to pay for your swab test for your ATP application to be approved. An example of a valid ATP Reference Number format is: ATP-CHN-123456789012. Only if this field is filled in correctly, will you be allowed to pay for your Arrival Covid-19 Test.