

# Rain Protect Fact Sheet

**Enhancing Your Stay Experience, Rain or Shine!**

## General Details

Rain Protect is a new feature designed to compensate resort guests when inclement weather disrupts their resort stay. It is currently included exclusively in the Infinite Family or Luxury Voyage package provided by Sofitel Singapore Sentosa Resort & Spa.

Rainfall data captured by the National Environmental Agency, Sentosa Weather Station is used to automatically trigger the eligibility of Sofitel Singapore Sentosa Resort & Spa Cash Vouchers. Therefore, resort guests are not required to provide notification of loss.

Claims are triggered when rain duration exceeds 120 cumulative minutes within any 4-hour block of time during daylight hours (8am to 7pm).

For example, if it rains continuously between 4:00pm to 5:30pm (90 mins) and again between 6:00pm to 6:30pm (30 mins), a voucher will be triggered.

Coverage starts from 3pm on the day of Check-in until 12pm on the day of Check-out.

In the event of a claim, Sofitel Singapore Sentosa Resort & Spa will provide the guest with a Sofitel Singapore Sentosa Resort & Spa voucher to the amount of SGD300. There is a maximum pay-out of one voucher per room night per room.

If a guest books the Infinite Family or Luxury Voyage package on the same day that they check in or after they have checked in, the coverage will start on the following calendar day. Please be advised there is no retroactive coverage.

The Rain Protect Coverage cannot be purchased separately from the Infinite Family or Luxury Voyage package. If a guest is to cancel the package, the coverage will be forfeited.

# Hotel Terms and Conditions

## Early check-in / Late Check-out

- The weather protection covers the booking from the official check-in time 15:00 to standard check-out time 12:00. Early check-in and late check-out are excluded.

## Booking date changes during the stay

- If there are any changes in booking dates during the stay, any new period of stay that is not part of the original booking will be excluded from the weather protection.

## Criteria Eligibility and Voucher Issuance

- Vouchers will be issued within SEVEN (7) working days after the weather data has been published by the National Environment Agency of Singapore.

## Redemption Policy

- The cash vouchers must be redeemed at Sofitel Singapore Sentosa Resort & Spa within SIX (6) months from the date of voucher issuance. They may be used for the booking of resort rooms, food and beverage consumption within the resort, and the resort spa.

## Usage of voucher for extension of stay

- For an extension of stay, the Package is not bookable on-site at the Resort and must be purchased online prior to the check-in date.

## Note:

- Rain Protect is underwritten by a registered insurance company domiciled in Singapore and licensed with the Monetary Authority of Singapore (MAS), offered under a Contractual Liability Insurance Policy.
- Sofitel Singapore Sentosa Resort & Spa is a policyholder and NOT an insurer or insurance intermediary, which is subjected to licensing and supervision by MAS, and does not assume any risk or liability in respect of the protection provided.
- Sofitel Singapore Sentosa Resort & Spa does not act as an agent for the insurer or the customer in such an arrangement.

# Frequently Asked Questions

## What is Rain Protect?

Rain Protect is a protection solution that protects your resort stay experience against inclement weather (i.e. rain). Inclement weather can result in disruptions to the plans of resort guests or prevent the use of resort facilities. With this protection, in the event of inclement weather, resort guests could be entitled to a resort cash voucher of SGD 300.

## How do I qualify for the resort cash voucher?

The guest is entitled to a resort cash voucher of SGD300 should the duration of the rain exceed 120 minutes in any 240-minute period during daylight hours (8am to 7pm), from the official check-in time to check-out time. This excludes any early check-in or late check-out. The data pertaining to the duration of the rain is based on the records provided by the National Environment Agency of Singapore..

## Can I use the voucher for the bill for my current resort stay?

The voucher may NOT be used to offset the bill of the current resort stay. It may be used for the next booking.

## It has been raining the entire day, how many vouchers do I qualify for?

Only ONE voucher may be paid out per room night.

## The weather forecast says that it will rain today, can I get the voucher now?

We do not rely on any weather forecast for voucher eligibility. It will be issued based on the actual rain event that had occurred.

## Am I eligible for the voucher as it has been raining?

Resort guests may scan this QR Code to check for claim eligibility and weather data from the National Environment Agency of Singapore.



For further queries, you may fill out a form here:

