

- If you apply for a package plan that includes flights, you will get a ride from the airport to the ferry terminal and to Club Med, which is included in the package.
- At the airport, a Club Med staff member will be standing at the closest exit to the hand luggage carousel, with a board with a Club Med logo and your name.
- The staff will be waiting for you at the exit in time for your flight. After customs, proceed to the nearest exit without going to another terminal.
- The staff will navigate you to the ferry terminal.
- The staff driving you speak English only (it takes about 15 minutes from the airport to the ferry terminal.)
- When you arrive in Bintan Island by the ferry, a Club Med staff member will be waiting and drive you to Club Med. You will be sharing the ride with other Club Med customers. Please note that the staff speak English only.
- You may experience the ferry swaying in certain weather conditions. You are advised to bring sea sickness medication.
- If you apply for a package plan that includes flights, the fees for returning from Club Med are also included, such as for the ride from Club Med to Bintan Ferry Terminal, the ferry fee, and the ride from Tanah Merah Ferry Terminal to Changi International Airport Singapore.
Receive the return ferry ticket at Club Med Bintan and check at Club Med the time that you will be departing from Club Med.

- If for some reason you cannot find the staff at the airport exit, please walk over to the following locations where the staff will be waiting for you.

- For Terminal 1

Near the Lift Lobby B area, Arrival Hall, first floor



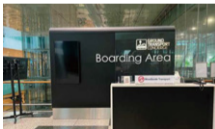
- For Terminal 2

Near Exit Door 6, Arrival Hall, first floor



- For Terminal 3

Near Door 2, Arrival Hall, first floor



- For Terminal 4

Near the Information Counter, Arrival Hall, first floor



- Emergency numbers in Singapore
Woodlands Transport Service Pte Ltd
Tel.+65 9656 6258
(24 hours a day, English only)
Or visit Club Med Bintan reception desk
Tel.+62 770 692801
(Call Japanese staff)

Bandar Bentan Telani Terminal, Bintan



【 To Bintan 】

If you apply for a package plan that includes flights or for a ferry package, a Club Med staff member will meet you on Bintan Island and drive you to Club Med.

You will be sharing the ride with other Club Med customers. It takes approximately 20 minutes from the ferry terminal to Club Med.

Please note that the staff speak English only.

【 From Bintan 】

- You will receive the return ferry ticket once you arrive at Club Med.
- You will be guided from Club Med Bintan to the ferry terminal.
- After you arrive by the ferry you will need to go through customs in Singapore. Under Singaporean law, customs duties are extremely strictly controlled. Bringing in cigarettes is extremely strictly controlled, with even a single cigarette getting taxed. Take extra caution if you are boarding the return ferry as there are an increasing number of cases where travelers proceed to the "Green Channel" (customs' green channel) that they can go through if they have no taxable items to declare to airport customs, etc., even though they are actually carrying cigarettes, and getting substantial fines after having their hand luggage examined. To find out more, visit Singapore's customs webpage. <https://www.customs.gov.sg/>

