

ISO/IEC JTC1/SC22 Ballot Resolution Meeting - DIS 23360 LSB 29 August to 2 September 2005, Singapore

* GENERAL INFORMATION ON MEETINGS & SINGAPORE *

Singapore's Information Technology Standards Committee (ITSC), an industry partnership supported by the Standards, Productivity and Innovation Board (SPRING Singapore) and the Infocomm Development Authority of Singapore (IDA), extends a warm welcome to the ISO/IEC JTC1/SC22 DIS 23360 Ballot Resolution Meeting delegates to Singapore.

All meetings from 29 August to 2 September 2005 will be held from 9.00am to 5.00pm at the **Furama City Centre Singapore**.

* MEETINGS & HOTEL *

Host Contacts

Host Organisation

Information Technology Standards Committee
C/o Infocomm Development Authority of Singapore (IDA)
8 Temasek Boulevard
#14-00 Suntec Tower 3
Singapore 038988

Host Contact

Ms Ho Buaey Qui
Secretariat, Information Technology Standards Committee
C/o Infocomm Development Authority of Singapore
8 Temasek Boulevard
#14-00 Suntec Tower 3
Singapore 038988
DID: +65 6211 1233
Fax: +65 6211 2211
Email: IDA_STDS@ida.gov.sg

Meeting Location

Furama City Centre Singapore

60 Eu Tong Sen Street
Singapore 059804
Tel: +65 6533 3888
+65 6531 5367 (Reservations)
Fax: +65 6538 4875
Email: reservations.citycentre@furama.com
Website: <http://citycentre.furama.com/>

**ISO/IEC JTC1/SC22 Ballot Resolution Meeting - DIS 23360 LSB
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Meeting Registration Form

To register for the meeting(s), delegates are requested to email / fax the duly completed "**Meeting Registration Form**" **by 15 August 2005**, to SC22 Secretariat with a copy to Ms Ho Buaey Qui, ITSC Secretariat, Singapore.

ISO/IEC JTC1/SC22 Secretariat

Ms Sally Seitz

Fax: + 1 (212) 840 2298

Email: SSeitz@ansi.org

ITSC Secretariat

Ms Ho Buaey Qui

Fax: +65 6211 2211

Email: IDA_STDS@ida.gov.sg

Accommodation

I. Furama City Centre

The Furama City Centre (also the meeting venue) nestles in the heart of Chinatown, and is within easy access of Singapore's business and shopping districts. There are many restaurants, hawker centres and shops within walking distance. Chinatown MRT is a 3 minute walk away and it takes only 10 minutes to get to Orchard Road, City Hall, Clarke or Boat Quay by taxi. From the Singapore Changi Airport, it takes about 20 minutes to reach the Hotel by taxi/cab (costs about S\$20).

Special room rates have been negotiated for all delegates and they are presented as follows:

Room Type	Room <i>inclusive</i> of daily breakfast	Room <i>exclusive</i> of breakfast
Deluxe Room (Single /Twin Sharing)	S\$135+++	S\$120+++
Executive Club (Single)**	S\$165+++	
Executive Club (Twin)**	S\$185+++	

** includes:

- American Buffet Breakfast
- Evening Cocktail from 6pm to 8pm.
- Coffee / Tea with cookies throughout the day at the executive lounge.
- Express Check-in
- Personalised stationery

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Notes

1) Guest rooms are equipped with wired and wireless broadband internet access. The charges are S\$25 nett for a 24-hour usage (non accumulative) for wired access and S\$40 nett for 24-hour usage for wireless access.

2) **Hotel Reservation Form**

2. To enjoy the special rates offered by the hotel, delegates are to confirm their room reservations directly with the Hotel using the attached "Hotel Reservation Form" and submit **by 15 August 2005** to:

Email / fax Furama City Centre
Ms Caryn Chua (Room Reservation)
Fax: +65 6538 4875
Email: reservations.citycentre@furama.com

Copy to: ITSC Secretariat
Ms Ho Buaey Qui
Fax: +65 6211 2211
Email: IDA_STDS@ida.gov.sg

3. Upon receipt of the Room Reservation Form, the Hotel will send a confirmation note to you by fax or email. Any changes to the accommodation booked must be communicated with the hotel directly.
4. **Please make reservations for the rooms early as the hotel will not guarantee any rooms available after 15 August 2005.** Delegates will also be responsible for all financial obligations arising from reservations made with the hotel, including charges for cancellation or non-arrival. The hotel check-in time is at 14:00 hours and check-out time is 12:00 noon.
5. Please note that there will be a one night room charge for cancellation of your room reservation 24 hours before your arrival, or no-show.

II. Swissotel Merchant Court, Singapore

An alternative hotel around the meeting venue is the Swissotel Merchant Court, Singapore which is about 10-15 minutes walking distance from the Furman City Centre.

Swissotel Merchant Court, Singapore
20 Merchant Court
Singapore 058281
Tel: +65 6337 2288
Fax: +65 6334 0606
Website: <http://singapore-merchantcourt.swissotel.com/>

Reservations Contact:

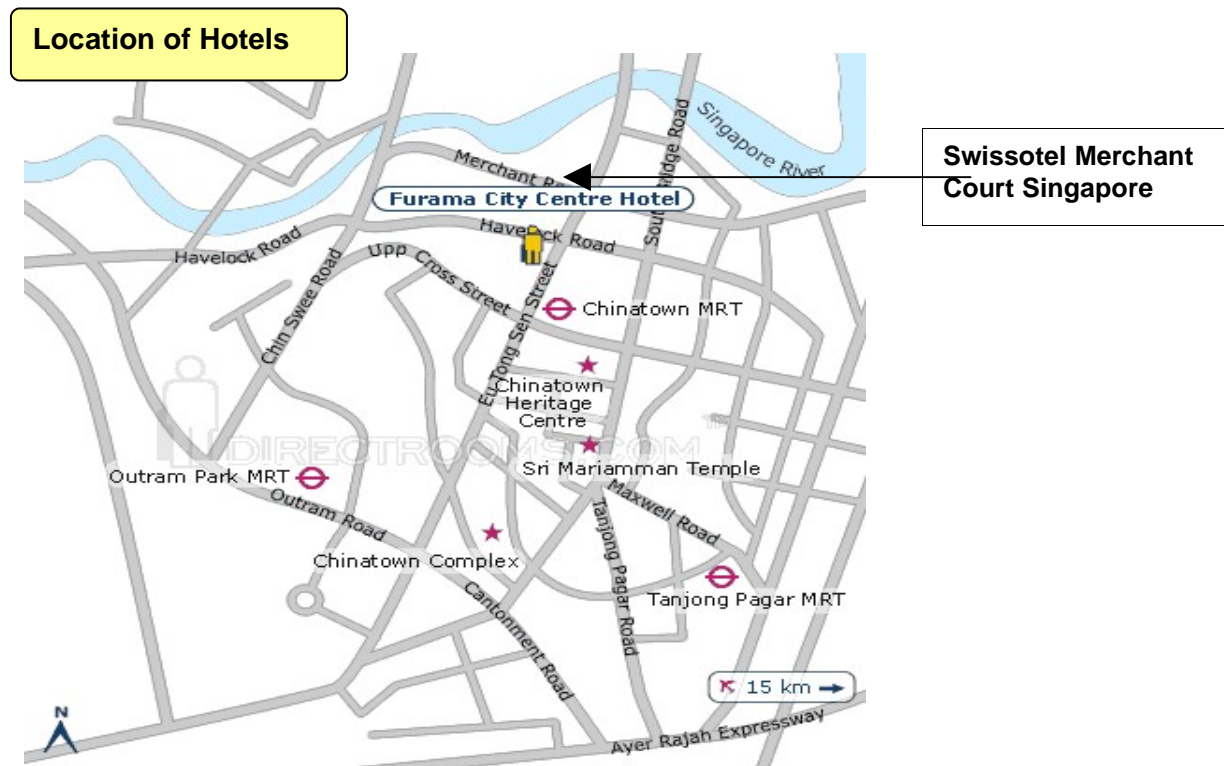
Guest Room Reservation Department
Tel: 65-6337 9993
Fax: 65-6336 9993
Email: reservations.merchantcourt@swissotel.com

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Room Type	Room rates
Superior (Single)	S\$155 +++ per room per night inclusive of 1 American Buffet Breakfast
Superior (Twin)	S\$170 +++ per room per night inclusive of 2 American Buffet Breakfast
Deluxe (Single)	S\$175+++ with 1 daily American Buffet Breakfast

Notes:

6. All guest rooms are equipped with wired broadband internet access at a charge of S\$15.75 nett per hour (inclusive of 5% GST) or S\$29.40 nett for 1 full day inclusive of 5% GST)
7. Please quote the meeting name in your room reservations – **“IT Standards Committee - JTC1/SC22 DIS 23360 Ballot Resolution Meeting”**.
8. Hotel Check-In: After 2 pm. Check-Out: Before 12:00 noon. Please check with hotel if you have a different check-in/out time.



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Transport to Meeting Location & Hotel

Getting from point A to point B in Singapore is easy and economical. An efficient public transportation network offers taxis, buses and the modern Mass Rapid Transit (MRT) rail system.

9. From Singapore Changi Airport to Furama City Centre Singapore

1. *Ground Transport Centre*

A Ground Transport Centre (GTC) is available at the Arrival Hall of Terminal 1. The various ground transportation services i.e Limousine Services, Airport Shuttle Service, Tourist Travel Card Centre and Quantas Holidays can be found in the GTC. For further information and booking/selling for various transportations, please proceed to the individual counters.

2. *Airport Shuttle Service*

A 6-seater MaxiCab is used for this 2-way service which goes to any hotels in Singapore and anywhere within the Central Business District, excluding Le Meridien Changi and Sentosa island hotels. You need to make booking at the counters in the Arrival Hall and pay the fare in cash to the driver.

Travel Fare/Destination (From Airport to City)

S\$7.00 - Adult

S\$5.00 - Child

Frequency/Contact Information

Every 30mins (6am - 6pm)

Every 15mins (6.05pm - midnight)

3. *Taxis*

You can catch a taxi to any destination at the taxi stands at the Arrival Hall. This service is available 24 hours daily, and advance bookings can be made with taxi companies with a minimal booking charge. An Electronic Road Pricing (ERP) system is operational on major expressways and within the Central Business District area to ensure smooth traffic during peak hours. You may be required to pay a surcharge if applicable.

The journey from Singapore Changi Airport to the Furama City Centre will take about 20 minutes.

Travel Fare/Destination (From Airport to City)

10. Approx. S\$16.00 - S\$24.00 (excluding surcharges)

11. Midnight surcharge: 50% of metered fare (midnight - 6am)

12. Airport surcharge:

13. S\$5.00 Fri-Sun (5pm to midnight)

14. S\$3.00 all other times

Frequency/Contact Information

For advanced booking back to the airport, please call:

15. City Cab: 6454 2222

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16. Comfort: 6552 1111

17. SMRT: 6555 8888

A booking fee will be charged.

4. *Mass Rapid Transit or MRT (subway)*

Budget rides to the city and other parts of the island can be made on the MRT (Mass Rapid Transit) services. The MRT station is located in Terminal 2 and is also accessible via the Skytrain from Terminal 1. It takes about 27 minutes to reach the city.

The Furama City Centre is situated within walking distance from the Chinatown MRT station.

Travel Fare/Destination (From Airport to City)

Below S\$2.00 (Not inclusive of S\$1 refundable deposit for single trip ticket)

Frequency/Contact Information

12-mins interval

18. 5.31am - 11.18pm (Mon-Sat)

19. 5.59am - 11.18pm (Sun/Public Holiday)

For more details, please pick up a copy of the MRT brochure.

The MRT is an economical way to get around Singapore.

For more information, check out the Singapore Changi Airport Website at <http://www.changiairport.com.sg/changi/index.jsp>. This site also provides information on the arrival and departure procedures that you would need to go through upon arrival at the Singapore Changi Airport and on your departure.

* ABOUT SINGAPORE *

Climate and What to Wear

Singapore has a warm and humid climate throughout the year with a daily average temperature range of 24 degrees Celsius to 32 degrees Celsius. Light and summer clothing made from natural fabrics like cotton is best for everyday wear. Casual dress is acceptable for most situations and occasions but some establishments may require a more formal dress code. It is always advisable to check beforehand on dress regulations, if any. Within the hotel, the air-conditioning might get cold, so do bring along a jacket or sweater.

For timely updates, visit <http://app.nea.gov.sg/cms/htdocs/article.asp?pid=1453>.

Passport & Visa

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Delegates are advised to check the regulations pertaining to passport and visa from their travel agency or from the Singapore's Immigration and Checkpoints Authority website, Travellers' Info Guide at <http://app.ica.gov.sg/travellers/index.asp>.

Most Western nationals either do not require a visa at all to visit Singapore or do not require a visa for a social stay of up to 90 days; a 14-day permit is issued on arrival, but one-month permit is usually no problem if asked for. Extensions beyond one month are difficult to obtain.

NOTE: Chinese Delegates

For Chinese delegates who require formal invitation letter to the meeting(s) from the Singapore National Body, you are requested to submit one consolidated request through the China State Bureau of Quality and Technical Supervision (CSBTS). Information to be submitted for each delegate includes:

20. Name in full
21. Organisation
22. Title/Designation
23. Address
24. Contact No. / Email
25. Participating or Observing Member

You are required to send the request **no later than 1 August 2005** to:

Standards, Productivity and Innovation Board (SPRING Singapore)
Ms Susan Chong
Programme Director, Standardisation Department
2 Bukit Merah Central
Level 5, Podium Block
Singapore 159835
Fax: +65 6278 6990
Email: suchong@spring.gov.sg

CC:

Mr Allan Koh, SPRING Singapore, Standardisation Department, 2 Bukit Merah Central, Level 5, Podium Block, Singapore 159835, Fax: +65 6278 6990, Email: allankoh@spring.gov.sg

Ms Ho Buaey Qui, Infocomm Development Authority of Singapore, 8 Temasek Boulevard, #14-00 Suntec Tower 3, Singapore 038988, Fax: +65 6211 2211, Email: IDA_STDS@ida.gov.sg.

General Information

Airport Tax

A passenger service charge of SGD21 should be incorporated in the air ticket (including tickets issued outside of Singapore). If this has not been done, you may be required to pay the SGD21 during check-in. In some cases, the airline may absorb the service charge.

Banking

The local currency is Singapore dollars and cents. Notes come in denominations of SGD 2, SGD 5, SGD 10, SGD 20, SGD 50, SGD 100, SGD 500, SGD 1,000, and SGD 10,000.

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Coins come in denominations of 1, 5, 10, 20 and 50 cents and SGD 1.

Banking hours are Monday to Friday: 10 am to 3 pm, and Saturday: 9.30 am to 1 pm (some banks are open until 3 pm); Sunday: 9.30 am to 3 pm (some banks in Orchard Road).

Most banks handle travellers' cheques and change foreign currencies. However, some banks do not have foreign exchange dealings on Saturday.

Passports are required when cashing travellers' cheques. A nominal commission may be charged.

Credit/Charge Cards

Major cards are widely accepted by establishments in Singapore. Should any shop insist on adding a surcharge, contact the respective card company to report the errant shop-owner.

American Express
Tel: (65) 6880 1111

Diners Card
Tel: (65) 6416 0800

JCB
Tel: (65) 6734 0096

MasterCard
Tel: 800 - 110 0113 (toll-free in Singapore only)

Visa
Tel: 800 - 448 1250 (toll-free in Singapore only)

Currency

Other than the Singapore Dollar, the US and Australian Dollars, Yen and Euro are also accepted in most major shopping centres and big departmental stores.

Drinking Water

It is perfectly safe to drink water straight from the tap in Singapore. However, for those who prefer bottled mineral water, local supermarkets and grocers always have ample stocks.

Drug Abuse

Drug abuse is viewed seriously in Singapore. Illicit traffic in narcotic drugs and psychotropic substances is strictly prohibited.

Electricity

Singapore voltage is **220-240 volts AC, 50 cycles per second**. On request, most hotels will provide transformers to visitors with electrical appliances of a different voltage, such as 110-120 volts, 60 cycles per second. When shopping for electrical appliances, do remember to check the voltage of the item against the acceptable voltage in your home country. The power plugs used in Singapore are of the three-pin, square-shaped type.



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Fireworks

Any individual found keeping, possessing, having under his control, discharging or letting off dangerous fireworks (including firecrackers, rocket fireworks, sandcrackers and such other fireworks) is liable to a fine not exceeding SGD 5,000 or imprisonment for up to 2 years or both.

Gambling

Charity draws, Toto and Singapore Sweep lotteries, and on-course betting at the Singapore Turf Club on horse races are the only authorised forms of gambling in Singapore. All other gambling activities are illegal in Singapore.

Hair Salon

Most major hotels provide hairstylists offering a full range of services. Hair salons are also found in shopping centres, offering standard haircuts as well as more elaborate services like hair perms, facial treatment, manicure and pedicure services.

Hotel Phone Services

Most hotels offer in-room international direct dial (IDD) telephone services. However, some hotels may charge a minimal 30 cents successful call transaction surcharge. As there are different IDD service providers in Singapore, rates and access codes are dependent on the service provider used by the hotel. Generally, local calls are charged at 10 cents for every 3 minutes.

Languages

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English.

Laundry

Same-day laundry service is available in most hotels. Typically, it costs SGD 5 for a laundered shirt, SGD 10 for a dress and SGD 14 for a dry-cleaned suit. Independent dry-cleaners can be found in the Yellow Pages of the Singapore Phone Book.

Medical Facilities

Singapore's medical facilities are among the finest in the world, with well-qualified doctors and dental surgeons. Pharmaceuticals are available from numerous outlets, including supermarkets, department stores, hotels and shopping centres. Registered pharmacists work from 9 am to 6 pm.

Most hotels have their own doctor on-call around the clock. Other doctors are listed under Medical Practitioners in the Yellow Pages of the Singapore Phone Book. For an ambulance, dial 995. Visitors could also contact the following hospitals' International Patient Service Centres:

Parkway Group Healthcare Medical Referral Centre

302 Orchard Road
Tong Building #16-01/02/03
Singapore 238862
Tel: (65) 6735 5000 (24-hour hotline)
Fax: (65) 6732 6733
Email: mrc@parkway.com.sg
Website: www.imrc.com.sg

Raffles International Patients Centre

Raffles Hospital
585 North Bridge Road

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Singapore 1889770
Tel: (65) 6311 1666
Fax: (65) 6311 2333
Email: enquiries@raffleshospital.com
Website: www.raffleshospital.com

24-hour Appointments Hotline
Tel: (65) 6311 1222
Fax: (65) 6311 2136
Email: specialist@raffleshospital.com

National Healthcare Group International Patient Liaison Centre

National University Hospital
5 Lower Kent Ridge Road
Singapore 119074
Tel: (65) 6779 2777 (24-hour hotline)
Fax: (65) 6777 8065
Email: iplc@nuh.com.sg
Website: www.nuh.com.sg

Singapore Health Services (SingHealth) International Medical Service

Singapore General Hospital
Block 6 Level 1
Outram Road
Singapore 169608
Tel: (65) 6326 5656
Fax: (65) 6326 5900
Email: ims@sgh.com.sg
Website: www.sgh.com.sg

Mobile Phones

There are two mobile phone networks - GSM900 and GSM1800 - and three mobile telephone service providers - SingTel, M1 and StarHub. To make international calls, the access codes are 001, 013, or 019 for SingTel, 002 or 021 for M1 and 008 or 018 for StarHub.

Money Changers

Apart from banks and hotels, money can be changed wherever the sign "Licensed Money Changer" is displayed. Most shopping complexes have a licensed money changer. Visitors are discouraged from changing money with unlicensed money changers.

An online currency converter service is available at <http://forex.asia1.com/currency.html>.

Payphone Services

Public payphones operated by credit card and/or stored-value phonecards can be used to make both local and international calls. Public payphones can be found in most shopping complexes and MRT stations. Local calls are charged at 10 cents per 3 minutes. Stored-value phonecards in denominations of SGD2, SGD5, SGD10, SGD20 and SGD50 can be purchased from post offices and phonecard agents. To make an international call, dial the access code followed by the country code, area code & telephone number. Different telephone companies use different access codes - 001 for SingTel, 002 for M1 and 008 for Starhub. International Calling Cards in denominations of SGD10, SGD20 and SGD50 are also available at all post offices including Changi Airport, 7-Eleven stores and other retail outlets.

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Postal Services

Singapore Post operates a network of more than 1,300 postal outlets conveniently located throughout the island. These outlets offer a wide range of postal, telecommunication and agency services. Most postal outlets are open Monday through Friday, from 8.30 am to 5 pm and until 1 pm on Saturday.

Post Restante service is also available at:

Singapore Post Pte Ltd.
10 Eunos Road 8, Singapore Post Centre, Singapore 408600
Open: 8.00 am - 9 pm (Mon - Fri), 8.00 am - 6 pm (Sat),
10.00am - 4.00pm (Sun and Public Holidays)
Tel: (65) 6741 8857 Fax: (65) 6841 6085
Internet: www.singpost.com.sg

Smoking

Smoking is not permitted in public service vehicles, museums, libraries, lifts, theatres, cinemas, air-conditioned restaurants, hair salons, supermarkets, department stores and government offices. Offenders can be fined up to SGD 1,000. While it is an offence to smoke in air-conditioned eating places, smoking is permitted in air-conditioned pubs, discos, karaoke bars and nightspots.

Spitting

Spitting in public places is an offence.

Time

GMT/UTC plus eight hours. For more information, check out the time zone converter at <http://www.timezoneconverter.com/>.

Tipping

Tipping is not encouraged as most hotels and restaurants in Singapore already levy a 10% service charge on customers' bills. Tipping is not a way of life in Singapore and is prohibited at the airport.

Trishaws

An interesting way to tour the streets of Singapore is to take a trishaw ride. We recommend that you avoid hailing a trishaw off the road. If you do, make sure that you agree on the fare to your destination before the trip commences. For trishaw tours, you may contact Singapore Explorer at Tel: (65) 6339 6833, website: www.singaporeexplorer.com.sg.

Useful Telephone Numbers

Here is a list of useful telephone numbers.

Police	999 (toll-free)
Emergencies/Ambulance/Fire Brigade	995 (toll-free)
Changi Airport Flight Info	1800 542 4422 (toll-free in Singapore only)
Singapore Tourism Board (STB) Touristline	1800 736 2000 (toll-free in Singapore only)
CitySearch (operator-assisted Yellow Pages)	1900 777 7777 (toll-free in Singapore only)
International Calls	104
Time of day	1711
Weather	6542 7788
Trunk Calls to Malaysia	Dial 109 for operator assistance or 02 for direct dial.
Toll-free lines	Dial 1800 followed by the toll-free line number (in Singapore only).

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Shopping Tips

Attractions and Shopping Places

There are several attractions around the Furama City Centre among which are Chinatown and Clarke Quay, where you will find shopping, food and entertainment in a colonial setting. Also close by are Boat Quay, Riverside Point Shopping Centre and Far East Square. Far East Square is built on on the traditional Chinese concept of yin and yang - in which the universe and life is kept in balance by the 5 elements: water, fire, wood, metal and earth. You can check out the "Fuk Tak Chi" Museum, which gives you a glimpse into the way of life of early immigrants. Then take a slow stroll through the Heritage Trail and discover interesting facts about the bygone era.

Other shopping places that you can explore:

- Famous Shopping Belt: Orchard Road (departmental stores, boutiques)
- Electronics Goods: Funan the IT Mall, Sim Lim Square
- Ethnic: Little India

Shopping Hours

A good number of department stores and some smaller shops are open daily from 10am to about 9pm, or even 10pm. Singapore is one of the few countries in the world where you feel safe staying out in the streets till late at night. As long as basic precautions are taken, you can have peace of mind to shop and walk around.

Mustafa Centre in Little India is the only department store in Singapore that is open 24 hours, everyday!

Prices and Bargains

The local newspapers will give you a fair idea of prices to expect and information on current sales and promotions. You might also wish to take time to browse and compare prices before buying.

In department stores, all items are price-tagged and prices are fixed. Many small retailers also practise price tagging but are often flexible when approached for a discount. Ask the retailer for his "best price" and then counter-offer with realistic prices until both of you reach an agreement.

Credit/Charge Cards

Almost all stores accept major international credit and charge cards. Should you come across a shop insisting on adding a surcharge, do contact the local office of the card company so that corrective action can be taken.

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Money

Banks throughout Singapore generally operate from 9.30am to 3.30pm, from Mondays to Fridays, and from 9.30am to 11.30am on Saturdays, for travellers' cheques transactions and other financial matters. For greater convenience, Automated Teller Machines (ATMs) that are conveniently located at banks and most shopping centres are opened round-the-clock. Keep a lookout for these machines displaying Plus and Cirrus signs.

You can exchange currency at all banks, hotels, and wherever the sign "Licensed Money Changer" is displayed.

Receipts and Return Policies

All department stores and smaller retail shops provide either cash slips or receipts upon purchase. Feel free to ask should they omit giving you one and be sure that details shown on the receipt are accurate.

Larger shops and department stores will exchange goods if they are returned in good, original condition. However, returns are accepted only within a specified number of days (usually three) from the purchase date, and upon presentation of the receipt. Smaller shops may not be so accommodating, so always check goods carefully before purchasing. You may also want to check out the shop's return policy before making a purchase.

If you're undecided about a purchase in a department store and would like a bit of time to consider, just ask the sales assistant to put it aside for you. The item can usually be reserved for a maximum of three days.

Goods and Services Tax (GST)

Global Refund GST Scheme

A 5% GST is levied in Singapore. As a foreign visitor, you are entitled to claim back the GST that you pay on your purchases when you take them home. GST refund is not applicable for land and cruise departures.

Under the Global Refund GST Scheme, visit any store that displays the "TAX FREE SHOPPING" logo and follow these simple steps: -



1. Spend a minimum of SGD 100 at any Global Refund affiliated retailer.
2. Present your passport to the retailer to obtain a completed Global Refund Cheque.
3. Get the Cheques validated at the Singapore Customs counter at Changi Airport Terminal 1 or 2 as proof of export. The goods purchased, along with the receipts and Global Refund Cheques must be presented for verification.
4. Claim your GST refund in the form of cash, credit card, bank cheques or Airport Shopping Vouchers at Global Refund counters in the airport. A small handling fee will be deducted from the GST amount due to you.

Global Refund's Cash Refund Network:

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Singapore Changi Airport - after Immigration check-in area

26. Terminal 1 & 2, 24 hours daily



Downtown Cash Refund Centres (DCR) - at Customer Service or Information Counter:

- 27. Funan The IT Mall (Level 2), 11am - 8pm daily
- 28. Centrepoint (Level 1), 11am - 9pm daily
- 29. Sim Lim Square (Level 1), 11am - 8pm daily
- 30. Wisma Atria (Level 1), Mon - Sat: 10am - 8pm, Sun & Public Holiday: 12pm - 8pm

You may also visit any Downtown Cash Refund Centre to claim your GST refund immediately after shopping. Downtown Cash Refunds are provided in Singapore currency and are limited to a maximum of SGD500 per tourist. Tourists are required to produce their Visa or Mastercard credit card with 6-months validity in order to use the service. They must also obtain Customs endorsement on the Global Refund Cheque within 2 months from the date of issue, before departing by air travel.

For more information on the Global Refund GST Scheme, please visit www.globalrefund.com or email: taxfree@sg.globalrefund.com or call the 24-hour hotline: + 65 6225 6238.

Retailers that are not affiliates of the Global Refund scheme/Premier Tax Free scheme administer their own GST refund schemes. You are advised to check with these retailers on the minimum purchase amount to qualify for GST refund, as it varies from retailer to retailer.

Warranty

Check that the warranty card for your purchase bears the correct details of the product purchased and is endorsed with the retailer's stamp. International warranties can be obtained for many goods, usually for a 12-month period, but some products are not accompanied by warranties and these are usually sold at a lower price. Some international warranties have limitations, and may not be applicable to certain countries.

Most shops will comply with your requests for guarantee statements, but if one is not forthcoming, it may be best to simply shop elsewhere.

Delivery

Many larger stores will oblige by shipping your purchases to your home. To ensure timely delivery, do request for a written confirmation of your instructions. It would be to your advantage for your purchase to be covered for damage in transit and loss by buying an All Risk insurance which the shop can arrange for you. Also, contact your national diplomatic representative to check the latest customs regulations of your country.

If you are sending purchases home by post, check with the Singapore Post for information on requirements and regulations for air and sea delivery. Post offices are generally open from 8.30am to 5pm on weekdays, and 8.30am to 1pm on Saturdays while certain branches have extended opening hours. Some hotels provide a parcel wrapping service.

Export Permits

All weapons (even swords and kris bought as souvenirs) must be accompanied by export permits issued by the Singapore Arms and Explosives Branch at 391, New Bridge Road, #02-701, Police Cantonment Complex, Singapore 088762, Tel: (65) 6557 5822. Singapore and many other countries place restrictions

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on items from endangered species such as ivory and skins. If in doubt, check with your national diplomatic representative whether a permit is required before you bring an item into your home country.

CaseTrust

CaseTrust is an accreditation programme, developed by the Consumers Association of Singapore (CASE), which recognises good business practices among store-based and web-based business establishments. Visit www.case.org.sg for a list of CaseTrust members.



Quality Jewellers of Singapore (QJS)

QJS is a mark of trust for the Singapore jewellery industry. It is developed by the Singapore Jewellers Association, with the support of the Singapore Tourism Board and SPRING Singapore. QJS sets the benchmarks for the jewellery industry to achieve and excel. It also associates its members with a brand that represents a prestigious hallmark of service quality and reliability. When buying jewellery, look out for the QJS decals at certified jewellers around Singapore. Visit www.qjs.org.sg for a list of certified jewellers, or call the QJS Hotline at +65 6458 6377.



Errant Retailers

As in other countries, be wary of touts with offers of free shopping tours, special discounts or pirated goods. Visitors who encounter less than satisfactory retailer practices can contact the Singapore Tourism Board (Customer Information & Service Dept) located at Tourism Court, 1 Orchard Spring Lane, Singapore 247729, Tel: 1800 736 3366 (toll-free in Singapore), Fax: +65 6734 7226, or email feedback@stb.com.sg. If visitors wish to receive some form of redress within 24 hours (depending on the complexity of the claim), you can also lodge your claim directly with the Small Claims Tribunals (SCT). An administrative fee of S\$10 is payable to the SCT.

Small Claims Tribunals

2 Havelock Road
#05-00 Apollo Centre
Singapore 059763
Tel: +65 6435 5946 / +65 6435 5938, Fax: +65 6435 5994.

Opening hours:

8.30am to 1pm and 2pm to 5.30pm, Monday to Friday
8.30am to 1pm, Saturday

Alternatively, you may lodge a claim against the retailer with the E@DR Centre of the Subordinate courts. The E@DR Centre offers a free on-line dispute resolution service. The mediation of the dispute will be conducted via email, which allows visitors to proceed with their visit without any or minimum interference to their schedule, as their physical presence is not required. Visitors can also file a claim with the Centre using email anytime during their travels or after they have returned home.

All claims filed with the Centre are confidential. Both parties to the dispute must have an email account and must consent to the matter being e-mediated by the Centre. For more information on the services of the Centre, please visit their website at: <http://www.e-adr.org.sg>.

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29 August to 2 September 2005, Singapore

Convenient Underpasses & Covered Walkways

Our tropical weather might catch you unprepared for sudden thundershowers, especially during the monsoon months of November and December. However, Singapore is well equipped with underpasses and covered walkways that link one shopping complex to another. From Orchard Road MRT Station, for instance, underpasses alone can lead shoppers to as many as 6 shopping centres!

More Tips

If you are having clothes tailor-made, establish a clear understanding about payment. It is wise to just leave a deposit when ordering, with full payment following only after you have inspected the completed garment for workmanship and fit.

Sightseeing

Some of the places you can visit when you are in Singapore:

<u>Arts & History</u> 31. Asian Civilisation Museum 32. Singapore Art Museum 33. Esplanade – Theatres by the Bay	<u>Attractions</u> 38. Jurong Bird Park 39. Night Safari
<u>Cultural & Ethnic Places</u> 34. Chinatown 35. Little India	40. Singapore Zoological Gardens 41. Singapore Botanical Garden 42. Sentosa (features Underwater World, Dolphin Lagoon, Butterfly Park, beaches and many more)
<u>Eateries by the Singapore River</u> 36. Boat Quay 37. Clark Quay	

River Boat Tour – You can cruise down the historic Singapore River in a traditional bumboat. A ticketing booth is located just behind the Grand Copthorne Waterfront Hotel. Do check with the Hotel for more information.

To get more insights of other interesting sight seeing trips or tips on food and entertainment, you may visit the **Visit Singapore** website http://www.visitsingapore.com/index_main.html.

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29 August – 2 September 2005

*** HOTEL RESERVATION FORM ***

To: Furama City Centre
Attn: Ms Caryn Chua/ Mr Danny Koh
Tel: +65 6531 5367
Fax: +65 6538 4875
Email: reservations.citycentre@furama.com

cc: Secretariat, ITSC
Attn: Ms Ho Buay Qui
Tel: +65 6211 1233
Fax: +65 6211 2211
Email: IDA_STDS@ida.gov.sg

Welcome to Singapore! To reserve your room at the special rates, please complete the form and fax / email to the Hotel **by 15 August 2005**. After this date, rooms will be subjected to availability.

Room Rates (per room per night):

- Deluxe Single/Double** **\$120.00+++ exclusive of Breakfast**
- Deluxe Single/Double** **\$135.00 +++ inclusive of 1 American Breakfast**
- Executive Club Single** **\$165.00+++ ****
- Executive Club Twin** **\$185.00+++ ****

** includes

- American Buffet Breakfast
- Evening Cocktail from 6pm to 8pm.
- Coffee / Tea with cookies throughout the day at the executive lounge.
- Express Check-in
- Personalised stationery

Room rates are based on per room per night basis and are subject to 10% service charge, 1% government tax and 5% GST.

Smoking

Non-Smoking

Other Requests: _____

[Note: Wireless Broadband Internet access at S\$40 nett for 24-hour usage, Wired Broadband Internet access at S\$25 nett for 24-hour usage (non-accumulative)]

Personal Particulars			
Name (Mr/Ms/Mrs/Dr)	<i>(pls underline surname or family name)</i>		
Company & Address			
Telephone No.		Fax No.	
Email		Country	
Arrival Date		Arrival Flight & Time	
Departing Date		Departure Flight & Time	

Please hold room/s as guaranteed reservation. (Cancellation / No Show is chargeable for one night)

Payment Details (A credit card number is required for booking)	
Credit Card Type	Amex / Visa / Master Card / JCB / Diner
Name of Cardholder	
Card No.	Expiry Date

60 Eu Tong Sen Street. Singapore 169663.
Telephone (65) 65333888 Facsimile (65) 65341489
Email: reservations.citycentre@furama.com

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FOR OFFICIAL USE ONLY

This serves as a confirmation of the booking. Please acknowledge receipt of the above reservation:

Name: _____ Designation: _____

- * Please note that the check-in time is 14:00 hours and check-out time is 12:00 noon.
- * Rooms booked will be held up to 6.00pm only, unless arrival detail is guaranteed.
- * Room type is subject to availabilities.

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29 August to 2 September 2005, Singapore**

*** MEETING REGISTRATION FORM ***

Please complete this form and **email / fax** to the **JTC 1/SC 22 Secretariat**, Ms Sally Seitz, to confirm your participation **by 15 August 2005**.

Please also send a copy of this registration form by **email / fax** to the **host contact**, Ms Ho Buaey Qui.

Attention: Ms Sally Seitz, SC 22 Secretariat
Fax: +1 212 840-2298
Email: SSeitz@ansi.org

Cc : Ms Ho Buaey Qui
Secretariat, Information Technology Standards Committee (ITSC), Singapore
Fax: + 65.62112211
Email: IDA_STDS@ida.gov.sg

(Mr/Ms/Mrs/Dr)	
Given Name:	Surname:
Organisation:	
Address:	
City:	Country:
Telephone:	Fax:
Email:	
Country of Delegation or Representation:	
Date of Arrival:	
Meeting Participation (please indicate below):	