

GUIDELINES FOR MEMBERS/GUESTS

ROOM RESERVATIONS

1. Go to The Residence main page - <http://www.src.org.sg/main/GuestRoomsMain.htm>.
2. Go to Reservation Forms page - <http://www.src.org.sg/guestrooms/reservforms.htm>.
3. This page is re-directed to [new Room Reservation page](#).
4. Guest Room Reservation details:
 - a. Membership Number – required if member; leave blank if non member
 - b. Vehicle Number
 - c. Name – required field; cannot be blank
 - d. Company Name
 - e. Contact
 - f. Email – required field; cannot be blank
 - g. Arrival Date – required field; cannot be blank
 - h. Arrival Flight Details
 - i. Departure Date – required field; cannot be blank
 - j. Departure Flight Details
 - k. Room Type – select from drop-down list
 - l. Avail Promo Rates box – tick if guest would like to avail of any promotion
 - m. Rooms Required
 - n. Extra Bed
 - o. Room Preference – click on appropriate box
 - p. Additional Requests/Preferences – write in any details as necessary
 - q. Submit – click to submit registration form
5. Confirmation page will appear listing all the reservation details.
 - a. Back – click on this button if you wish to make some changes
 - b. Submit Reservation – click on this button to submit reservation
6. Once the reservation form has been submitted, an email will be sent to member/guest with corresponding reference number as shown.

CONFIRMED RESERVATION

1. If reservation is confirmed, member/guest will receive an email informing him/her that reservation has been confirmed.
2. Click on Payment Page link to proceed.
3. Review payment details. Payment Amount shown is 50% deposit.
4. Click on “Pay by eNETS”.
5. Member/guest will be redirected to **eNETS Internet Payment Services page**.

CANCELLED RESERVATION

1. If reservation is cancelled, member/guest will receive an email informing him/her that reservation has been cancelled.
2. If you click on payment page link, you will be notified that reservation has been cancelled.

REJECTED RESERVATION

1. If reservation is rejected, member/guest will receive an email informing him/her that reservation has been rejected.
2. If you click on payment page link, you will be notified that reservation has been rejected.

eNETS INTERNET PAYMENT SERVICES PAGE

1. Input valid email address.
2. Select Credit Card as payment mode.
3. Click on “Submit”.
4. Fill up the following details:
 - a. Name on Card
 - b. Card Number
 - c. CVV
 - d. Expiry Date
 - e. Check box to indicate that you have read, understood and accepted the return and refund policy for the purchase of relevant products/services.
 - f. Payment notification will be shown on the succeeding page.