

ASA MEMBER PRIVILEGE CARD 2020

Frequently Asked Questions (FAQ)



1. Where can I redeem the benefits under the ASA Privilege Card Programme?

Please refer the pdf document titled "List of Attractions available for ASA Privilege Card Redemption" at ASA website – <http://www.singapore-attractions.org.sg/>, under Join Us > ASA Privilege Card.

Due to COVID-19 situation, do note that attractions highlighted in black are currently not ready to accept ASA privilege card.

2. When does the conditional redemption commence?

It starts with immediate effect (any changes will be informed should the safety measures and controlled admission require further revision).

3. How do I redeem using the ASA Privilege Card?

The redemption is usually made in presence at the attraction.

However, due to the current Safe Management Measures and capacity limits in place, some attractions have adopted virtual redemption as their way to redeem these privileges.

Attraction staff is urged to check ASA web page and contact the attraction ticketing office before they visit the attraction, in view of the evolving pandemic situation.

4. Can I use more than one Privilege Card in one redemption?

Yes.

5. What do I need to bring along for physical redemption?

Please bring along your ASA Privilege Card and your staff pass for redemption.

6. I am an employee of a member attraction. Can my guests redeem the privileges with my company/personal ASA Privilege Card without my presence?

No. The authorised cardholder of the ASA Privilege Card must be present for the redemption.

7. My company does not issue staff pass. What shall I do?

Alternatively, you may bring along the authorization letter on your company letterhead that is issued by your HR department, along with your personal identification documents such as NRIC or driving license, for the redemption.

8. Can I purchase the ASA Privilege Card for my company/myself?

No. The ASA Privilege Card is strictly for members only.

9. Can I change my Personalised Privilege Card to Corporate Privilege Card?

No. Each Ordinary Member is issued with 3 Corporate Cards & 1 Personalised Card, while each Associate Member is issued with 1 Personalised Card.

10. I lost the ASA Privilege Card. Can I get a replacement card?

Yes. Member can submit an application for a replacement card 2 weeks after the lost card has been reported. Each member is entitled to a replacement of ONE (1) card in a year.

You can apply for a replacement card at a cost of \$1070 (inclusive of GST).

11. Would it be compulsory for me to replace my lost ASA Privilege Card?

You must report the loss of your ASA Privilege Card through email to ASA Secretariat at secretariat@singapore-attractions.org.sg.

Your organization will decide whether to replace your lost ASA Privilege card.