

Kukup Tour FAQ

Kukup Hub – 龟咯中心渡假屋 - Website: www.kukup.bravehost.com

Contact No: +65 8585 8686 (S) / +601110 632223 (M)

1. Chalet

- What is the chalet min. requirement?

- For weekdays (Sun to Fri) min. requirement of 10pax. Except Public Holiday and Eve of Public Holiday

- For weekend (Sat) - min. requirement of 12pax.

- What is the maximum headcount that the chalet can accommodate?

As we have different types of chalet we have some chalet which can accommodate 20-50pax in each chalet. While, some of chalet can be accommodate up to 180pax (Which is a big building with couple of units).

- What types of chalet we will be getting?

Depend on the chalet availability. For more info on our chalets you may refer to our website for the itinerary and overview of the chalet. (www.kukup.bravehost.com)

- How many bedrooms are there in a chalet?

Depend on the chalet availability and the number of pax you plan. Usually for 10-16pax you will have 02-03 bedrooms.

- How many beds are there in a chalet?

As we have different types of chalet, therefore, the number of beds in a room varies from different chalet. We have 06 – 10 beds in each room.

- What types of beds are there in the chalet?

For group sharing: Our chalets with Single double deck and Queen double deck beds.

- How many bathrooms are there in a chalet?

As we have different types of chalet, therefore the number of bathrooms varies from different chalet.

Most of bedroom attached with bathroom. (E.g. If you have 02 bedrooms you will have 2 - 3 bathrooms as one of bathroom which is either located near the living hall or kitchen).

- Is the chalet fully air-conditional?

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Yes, all our chalets are fully air-conditioned (Include bedroom & living hall).

- Does the chalet facing to the sea?

We have a wide range of chalet, therefore, some might be facing sea while some doesn't and chalets are subjected to availability.

- Do we need to share chalet with others?

No. you will occupy the whole chalet by your own group without sharing with others.

- Are there free WIFI in the chalet?

Yes, there are WIFI in most of our chalet. However, as of the chalet is part of a big building, therefore, maybe only at some area of the chalet you can received internet connection.

- Is the chalet safe for kids?

Yes, it is safe. However, you will need to keep a look out for your kids as this is part of your responsibility.

2. Transport

- Where the pickup point in Singapore?

You may choose **01** of your preferred pickup point in Singapore and the **2nd** pickup point can be arranged at Woodlands MRT **OR** bus stop opposite Marsiling MRT.

- Examples of how to arrange for the pickup point?

If you have a group of 12 pax and 6 pax stays in the east and 6pax stays in the west. For e.g. 1st pickup point you can choose Tampines MRT and 2nd pickup point you can choose Woodlands or Marsiling MRT or you can arrange to your prefer pickup point beside MRT like HDB Flat our others places.

- Examples of popular pickup point:

West: Boon Lay MRT, Jurong East MRT, Choa Chu Kang MRT

North: Marsiling MRT, Woodlands MRT, Yishun MRT

Central: Ang Mo Kio MRT, Bishan MRT, Bugis MRT, Lavendar MRT

East: Tampines MRT, Bedok MRT, Eunos MRT

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- What is the pickup time?

For weekdays (Sun to Fri): recommended pickup time is ~7.30am – 8.30am. (Except public holiday)

* For weekend (Sat) & Public Holiday Period: recommended pickup time is ~6.15am – 6.45am.

*** Remarks:**

As there will be heavy traffic during weekend and public holiday, therefore, in order to avoid custom clearance delay.

- What types of transport to kukup?

We have many types of transport. Pls refer to the following:

- Combi (Minivan) 12 to 17 Seaters
- Coaster (Minibus) 20 to 24 Seaters
- Coach (Bus) 40 to 44 Seaters
- MPV – 10 Seater at an additional charge (From S\$10/pax) - (subject to availability)

3. Meals

- How many meals are there in the package?

-For 2d1n Kukup Trip

Standard package provided 6 meals:

- 1x Seafood Lunch @ Kukup Restaurant (Day 1)
- 1x High Tea @ Chalet (Day 1)
- 1x BBQ Dinner @ Chalet (Day 1)
- 1x Supper @ Chalet (Day 1)
- 1x Breakfast @ Chalet (Day 2)
- 1x Seafood Lunch @ Kukup Restaurant (Day 2)

Luxury Superior/ Luxury Villa/ Luxury Suite package provided 6 meals:

- 1x Seafood Lunch @ Chalet (Day 1)
- 1x High Tea @ Chalet (Day 1)
- 1x BBQ Dinner @ Chalet (Day 1)
- 1x Supper @ Chalet (Day 1)
- 1x Breakfast @ Chalet (Day 2)
- 1x Seafood Lunch @ Kukup Restaurant (Day 2)

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-For 3d2n Kukup Trip

Standard package provided 11 meals:

- 1x Seafood Lunch @ Kukup Restaurant (Day 1)
- 1x High Tea @ Chalet (Day 1)
- 1x BBQ Dinner or Steamboat Dinner @ Chalet (Day 1)
- 1x Supper @ Chalet (Day 1)
- 1x Breakfast @ Chalet (Day 2)
- 1x Seafood Lunch @ Kukup Restaurant (Day 2)
- 1x High Tea @ Chalet (Day 2)
- 1x BBQ Dinner @ Chalet (Day 2)
- 1x Supper @ Chalet (Day 2)
- 1x Breakfast @ Chalet (Day 3)
- 1x Seafood Lunch @ Kukup Restaurant (Day 3)

Luxury Superior/ Luxury Villa/ Luxury Suite package provided 11 meals:

- 1x Seafood Lunch @ Chalet (Day 1)
- 1x High Tea @ Chalet (Day 1)
- 1x BBQ Dinner or Steamboat Dinner @ Chalet (Day 1)
- 1x Supper @ Chalet (Day 1)
- 1x Breakfast @ Chalet (Day 2)
- 1x Seafood Lunch @ Chalet (Day 2)
- 1x High Tea @ Chalet (Day 2)
- 1x BBQ Dinner @ Chalet (Day 2)
- 1x Supper @ Chalet (Day 2)
- 1x Breakfast @ Chalet (Day 3)
- 1x Seafood Lunch @ Kukup Restaurant (Day 3)

(Except for Chalets which provide fully home-cooked foods served @ Chalet)

The above meals can be provided with no pork no lard. Pls let us know if you need the arrangement to be made.

- Is BBQ Dinner we need to do ourselves?

No, BBQ Dinner will be prepared by our Chalet.

- Is there drink at the chalet?

Yes, drinks are included for meals in the chalet. Plain water is available are the chalet.

- Where can we purchase Beer & Drink at Kukup?

You can let us know at kukup, we will arrange the supplier to send it to our chalet for you. (At own expenses in reasonable price)

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4. Rates

- Are there any rates difference between weekdays, weekend and public holiday?

It will be the same rates **except** for Chinese New Year Period.

- What are the rates for 2d1n Kukup Trip?

Standard Package - For weekdays except for public holiday

Min. 10pax - S\$98/adult & S\$78/child (To enjoy above 3 – 11 yrs child rate, min. required 10 adults)

Standard Package - For weekend and public holiday –

Min. 12pax and above - S\$98/adult & S\$78/child (To enjoy above 3 – 11 yrs child rate, min. required 10 adults)

Luxury Superior Package - For weekday & weekend and public holiday

Min. 16pax and above - S\$109/adult & S\$89/child (To enjoy above 3 – 11 yrs child rate, min. required 12 adults)

Luxury Suite Package - For weekday & weekend and public holiday

Min. 20pax and above - S\$129/adult & S\$109/child (To enjoy above 3 – 11 yrs child rate, min. required 15 adults)

Luxury Villa Package - For weekday & weekend and public holiday

Min. 12pax and above - S\$129/adult & S\$109/child (To enjoy above 3 – 11 yrs child rate, min. required 10 adults)

- What are the rates for 3d2n Kukup Trip?

Standard Package - For weekdays except for public holiday

Min. 10pax - S\$158/adult & S\$125/child (To enjoy above 3 – 11 yrs child rate, min. required 10 adults)

Standard Package - For weekend and public holiday

Min. 12pax and above - S\$158/adult & S\$125/child (To enjoy above 3 – 11 yrs child rate, min. required 10 adults)

Luxury Superior Package - For weekday & weekend and public holiday

Min. 16pax and above - S\$188/adult & S\$158/child (To enjoy above 3 – 11 yrs child rate, min. required 12 adults)

Luxury Suite Package - For weekday & weekend and public holiday

Min. 20pax and above - S\$228/adult & S\$188/child (To enjoy above 3 – 11 yrs child rate, min. required 15 adults)

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Luxury Villa Package - For weekday & weekend and public holiday

Min. 12pax and above - S\$228/adult & S\$188/child (To enjoy above 3 – 11 yrs child rate, min. required 10 adults)

5. Booking

- How do I make reservation for the chalet?

Once you are confirmed with the trip, you can simply to Call/ SMS or WhatsApp to us @ +65-8585 8686 (S) / +601110 632223 (M) or email us at **kukupour@gmail.com**.

- When do I need to make reservation?

Once you are confirmed with the trip, you can make reservation for the chalet as the chalet is subjected to availability.

- What details do you require for making reservation?

We would require your **mobile number** so that we can update you easily if needed. You much let us know your departure date, headcount (Include Adult & Child) and pickup point.

- Do you need our group participant's particulars?

Yes, you can download the name list template from our website, once completed the particulars, you have to email a copy to us for reference and print out a hardcopy and pass it to our driver.

- Can purchase personal or group accident insurance from you?

Yes, you can download the name list template from our website, once completed the particulars, you have to email to us for purchase personal or group accident insurance.

Cost: S\$2/pax **per day**. (Min. requires 10pax). E.g. For 2d1n Trip it will be S\$2*2 days = S\$4/pax.

6. Payment

- How do I make payment for the trip?

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Once you are confirmed with the booking, we will then send you our Singapore Company bank current account details for you to make a deposit of ~S\$300-S\$1000 for the reservation of the Chalet or Resort.

Payment can be made via ATM Transfer, ibanking or Cross Cheque Bank in to our Company's account.

- When do I need to make final payment?

Final payment have to be made once you check-in to the chalet on the departure date, we will collect from you by CASH.

Alternatively you may also make your final payment via ATM Transfer, ibanking or by Cross Cheque and payment have to be made **5 workings days** before the departure date.

- Do I need to inform you if I had made my payment?

Yes, you have to let us know once you had made your payment to our bank account, so that we can keep track on it.

7. Things to Bring

- What do I need to bring?

Please bring along your basic toiletry (i.e. Shampoo, Shower Gel, Toothpaste, Toothbrush, Towel, Jacket, Slipper, Backpack & etc.) **Except** Toilet Roll.