sentosa™
where discovery never ends

Guest Redemption Process

Official (Closed) \ Non-sensitive

Summary of Redemption Process

sentosa™
where discovery never ends

1 Scan QR

Guests scan QR code or visit web link to hidden landing page.

2 Redeem Passes

Guests can redeem **ONE** Sentosa Discovery Choice Pass + **ONE** Grab Travel Pass per booking.

3 Complete Form

Guests to fill in mandatory details during cart check out.

4 Receive 2 e-Tickets

Guests receive confirmation email with Sentosa Discovery Choice Pass and Grab Travel Pass e-tickets.

Redeem Your Sentosa Discovery Choice Pass

5 Collect Physical Ticket

Present the following at **Sentosa Beach Station Ticketing Counter** to exchange for a **physical ticket.**



e-Ticket
(from email)



Passport



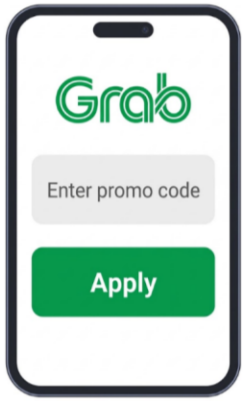
Hotel Key Card
(or booking confirmation)

6 Enter Attraction

Present your physical ticket at your selected attraction for entry.



Redeem Your Grab Travel Pass

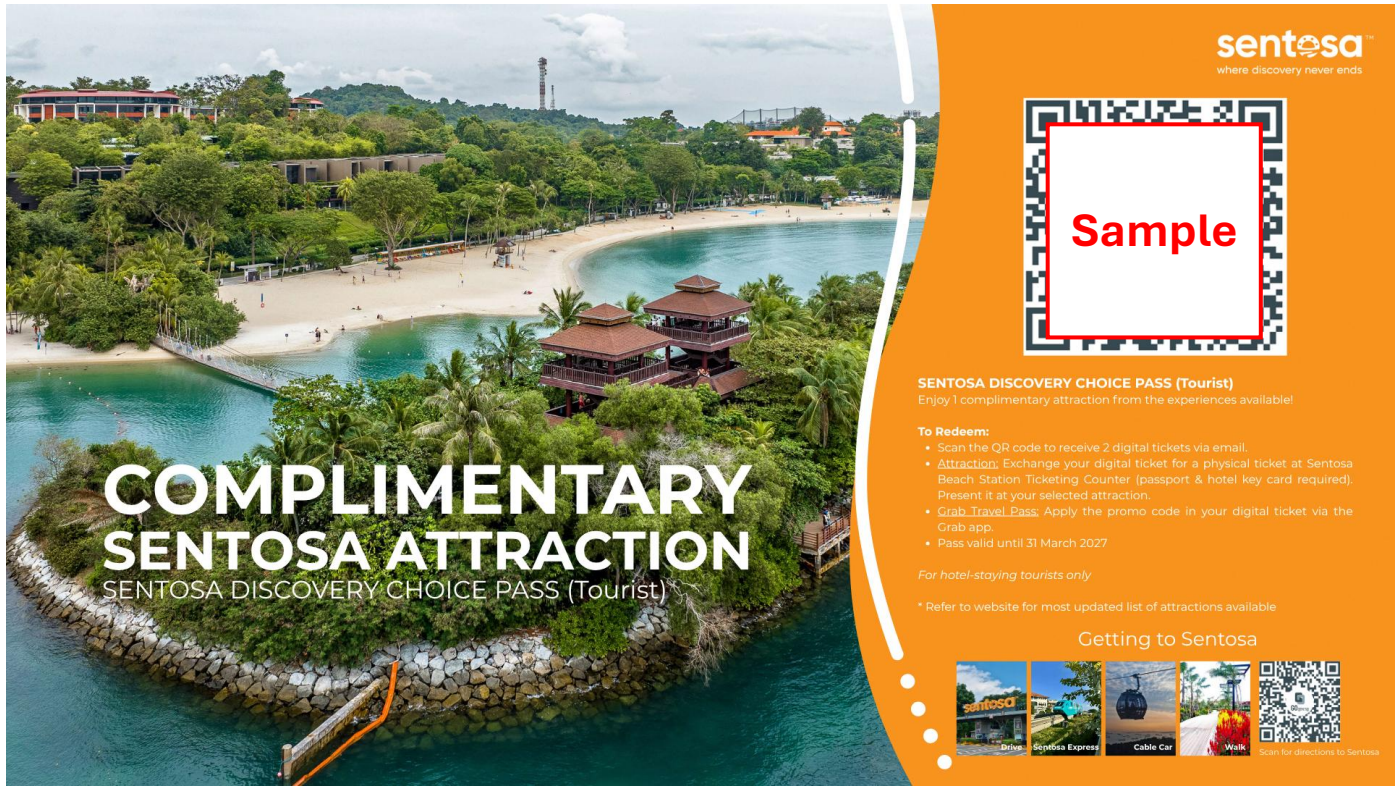


To redeem the Grab Travel Pass, guests will needs to enter the media code stated on their e-ticket into the Grab App.

Once redeemed, all applicable vouchers and savings will be reflected in their Grab App.

Step 1 – Getting to the Booking Page

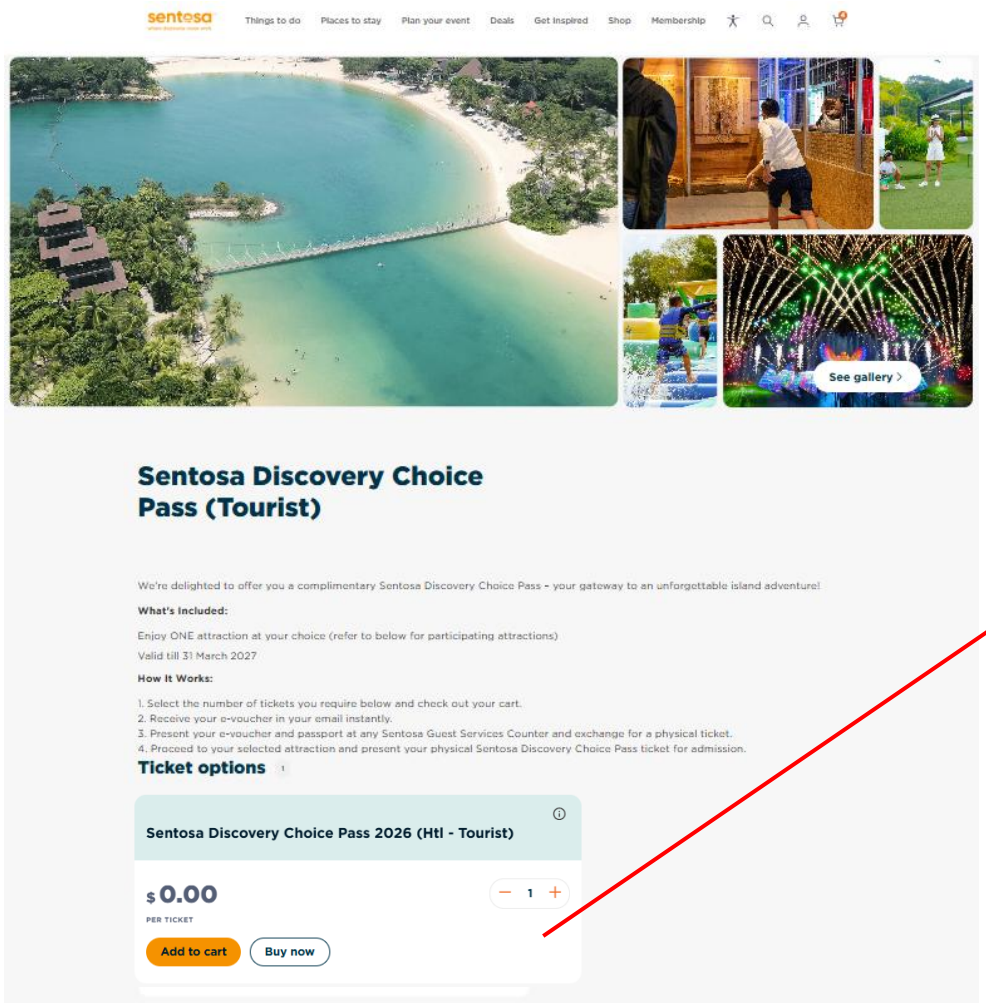
- The guest can **click on the unique link** shared by SDC or **scan the QR code** on the Poster (link/QR code will be shared by SDC).
- This will lead them directly to the landing page where they can book their complimentary attraction.

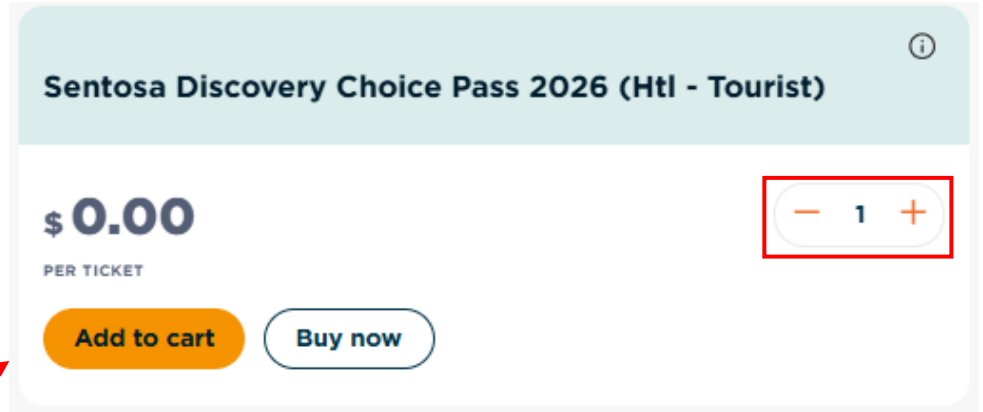




Step 2 – Selecting No. of Tickets Required

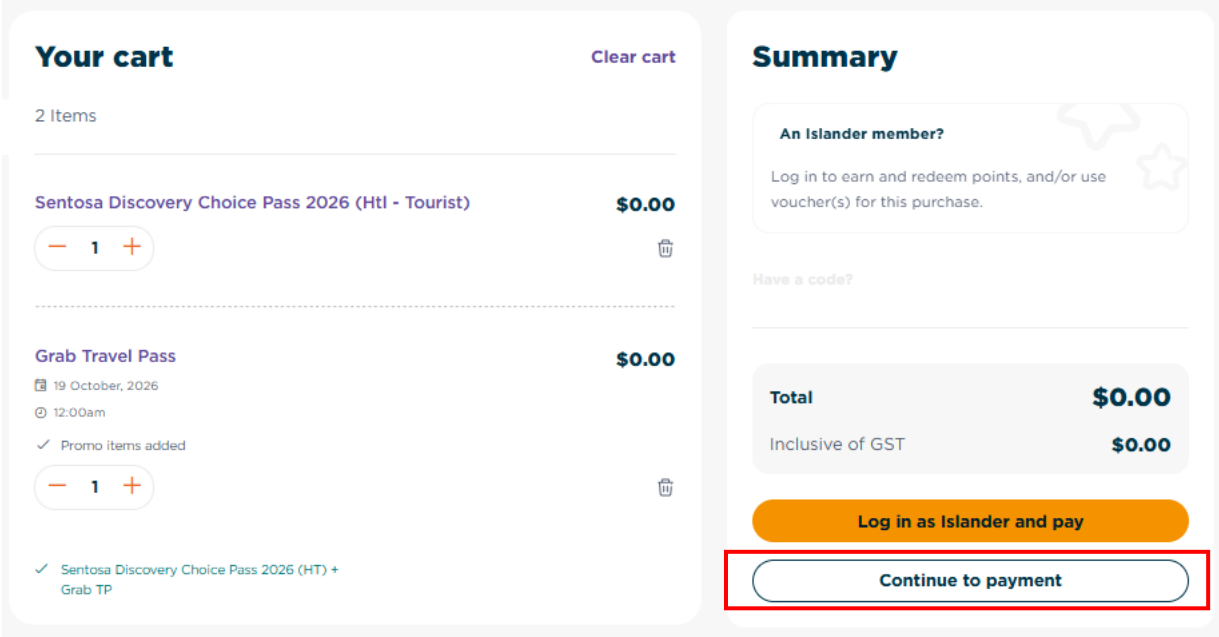
- The landing page will look like the page shown below.
- Guests can select up to 1 ticket per transaction and then click “Buy now”.
- Note: Tickets are only valid till 31 March 2027.





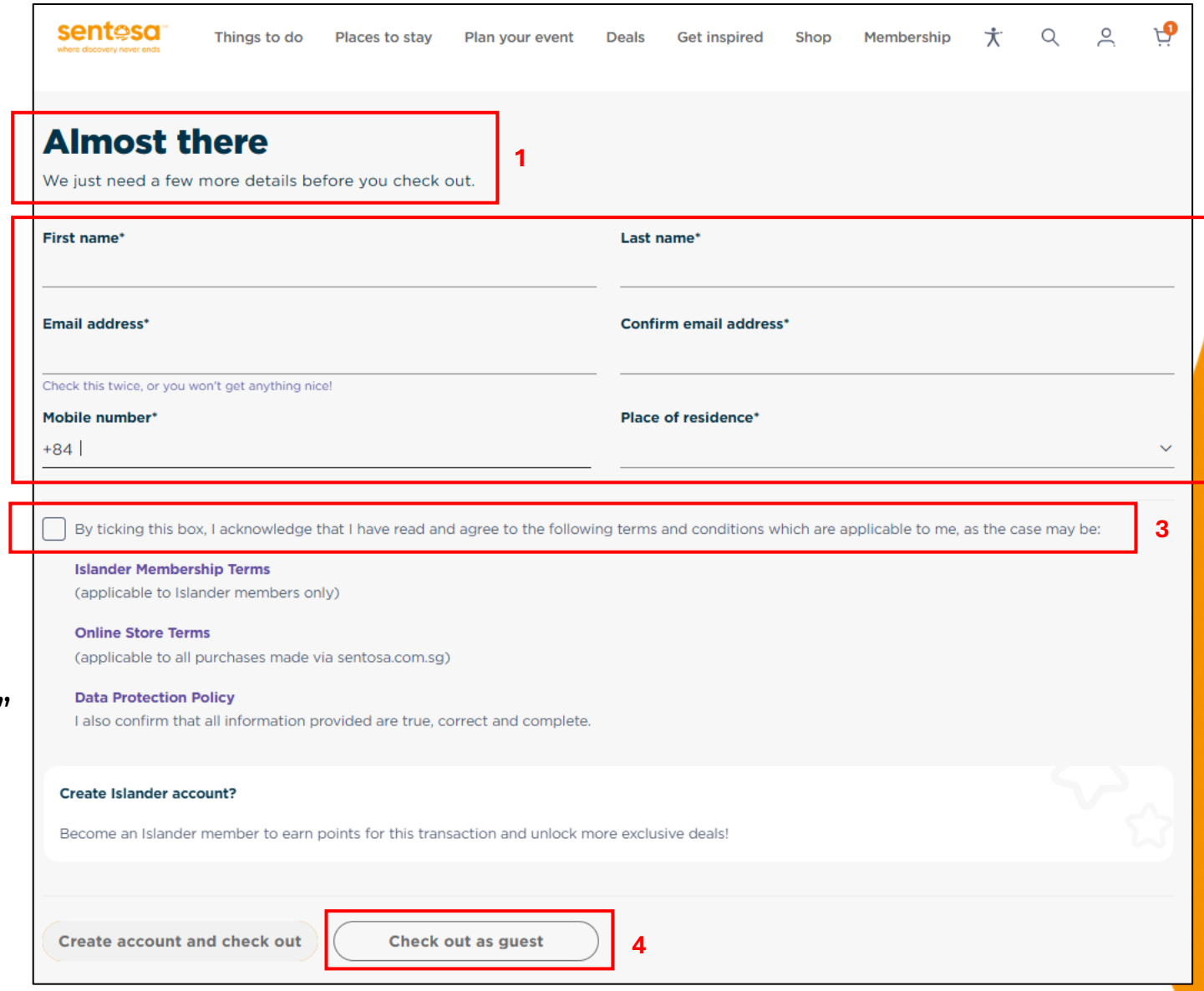
Step 2 – View Cart

- Guests will then be brought to this page where they view their cart.
- They will need to click on “Continue to payment”.



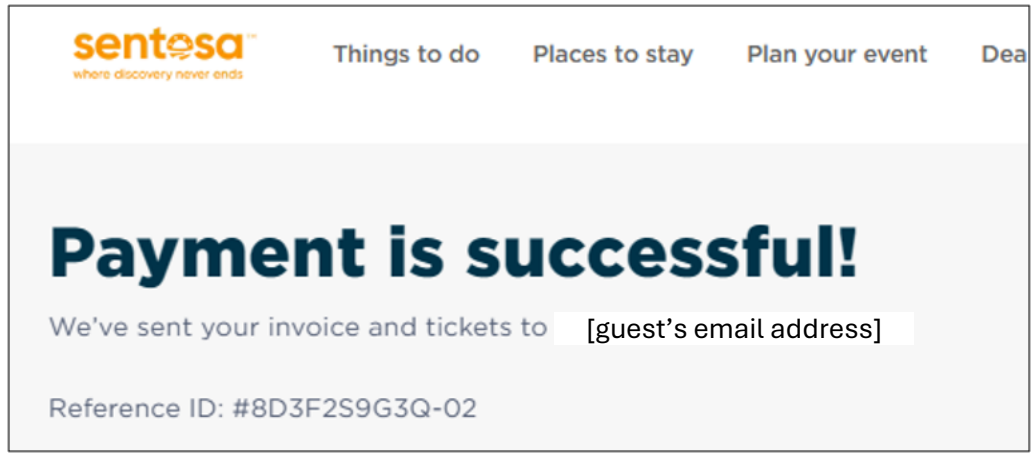
Step 3 – Guest Details

1. Once the guest clicks “Continue to Payment”, they will be brought to the page to key in their details.
2. On this page, they will need to fill in their:
    - First Name of Guest
    - Hotel Short-Form code in Last Name field
    - Email Address
    - Mobile Number
    - Place of Residence (Nationality)
3. And tick the T&C box.
4. Then they can click “Check out as guest” to proceed to the next page.



Step 4 – Confirmation

- As this is a complimentary item, there is no need to enter any card details.
- Once submitted “Payment is successful!” page will be shown.
- The invoice and tickets will be sent to the email address instantly.
- Guests may use the QR code to redeem the physical ticket at any Sentosa Ticketing Counters



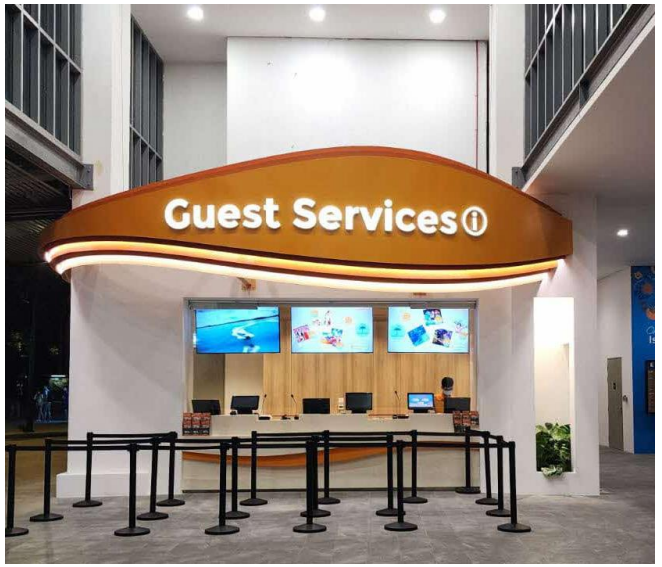


E-Ticket sample

Step 5 – Exchanging of Tickets

- Guests may proceed to **Sentosa Beach Station Ticketing Counter** and present their:
  - E-ticket
  - Passport
  - Hotel key card

  to exchange for a physical ticket





Beach Station Ticketing Counter

- Daily: 9am-9pm

Step 6 – Present Tickets at Chosen Attraction

- Guests may proceed to their chosen attraction and present the ticket to be scanned and enjoy their time on the island!



Axe Factor



Wings of Time:
Fireworks Symphony



UltraGolf



HydroDash



4D AdventureLand



Ola Beach Club

Grab Travel Pass

How to Redeem Your Grab Travel Pass Promo Code:

1. Open the Grab app and select Singapore as your destination country
2. Log in and go to Profile → Subscription
3. Select Singapore Travel Pass
4. Tap “Get Travel Pass”
5. At checkout, tap “Have a promo code?” and enter your promo code stated below the Grab Travel Pass QR Code
6. Select/apply the promo, then confirm and complete the checkout

For a more detailed step-by-step guide on how to redeem your Grab Travel Pass, please refer to Grab website.

