

GUIDE FOR Event and tourism-related contracts

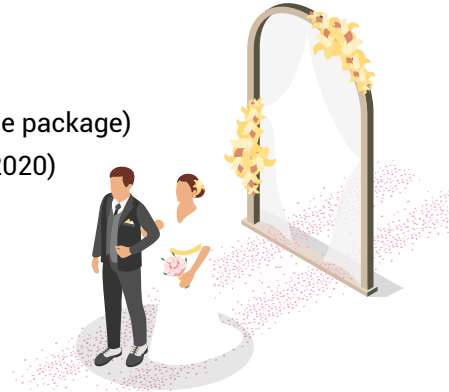
Relief period
ended on
31 Jan 2021

Do you qualify for relief?

- ✓ Event or tourism-related contract (e.g. venue or catering for wedding; tour or cruise package)
- ✓ Entered into contract before 25 March 2020 (e.g. made booking before 25 March 2020)
- ✓ Event/tour held or scheduled to be held on or after 1 February 2020
- ✓ **Unable to proceed with event/tour due to COVID-19**

The Act does not apply if your case has any of the following factors:

- ✗ Inability to proceed with event/tour for reasons unrelated to COVID-19
- ✗ Contracts not governed by Singapore law (e.g. with overseas tour agency or photographer)
- ✗ Contracts for air travel such as airline tickets



What does the relief do?

- The vendor cannot automatically forfeit the client's deposit
- The deposit will be treated fairly, taking into account any expenses incurred by the vendor and alternative arrangements for the booking
- The client cannot be made to pay cancellation fees (if provided in the contract) unless an Assessor determines otherwise

The COVID-19 situation was unforeseeable, and has taken a toll on both businesses and consumers. Take this time to work out a mutually acceptable arrangement with your vendor or client to reschedule the event/tour if possible.

Take note

- Consumers are not automatically entitled to cancel the contract or receive a full refund
- Vendors may be allowed to set-off any expenses from the deposit
- If a consumer has already cancelled the event/tour, and agreed with the vendor to forfeit the deposit (or a part of it) or to pay cancellation fees, the money will not be refunded

How to get relief?

Serve a Notification for Relief by 31 January 2021* on your vendor or client, using the form at www.mlaw.gov.sg/covid19-relief/notification-for-relief. The relief applies after the Notification is served.

* The Ministry of Law has extended the relief period from 31 December 2020 to 31 January 2021.

What if my vendor/client does not agree?

Your vendor or client may not agree that the relief applies. Please discuss with them and try to reach a mutually acceptable compromise.

If you cannot agree, either of you may apply by 31 March 2021 for an Assessor from the Ministry of Law to make a determination. The determination will aim to be fair to both parties. It is binding on the parties, and is not appealable. Possible outcomes may include:

- Postponement of the event or tour, with the vendor continuing to hold the deposit
- Partial refund of deposit to the consumer, taking into account expenses incurred by the vendor
- Termination of contract
- Refund of part of the deposit
- Requiring payment of cancellation fees