




## Booking Policy

 <b>Direct Booking</b>  <a href="https://www.wink.sg">Wink.SG</a>	Cancel > 5 days	Cancel <= 5 days	Cancel < 24hr	< Std Rate
	Full Refund (minus 5% processing fee)	Free Credit	Charge Full	
	Free Credit	Charge Full	Charge Full	< Non-Refund Rate
	No GST & service charge. The price quoted is nett.			
<b>Indirect Booking</b> Agoda, Booking, Ctrip, Expedia, Traveloka, Tiket.com, other websites or agents, etc.	Cancel > 7 days	Cancel <= 7 days		< Std Rate
	Full Refund (minus 5% processing fee)	Charge Full		
	Charge Full	Charge Full		< Non-Refund Rate
	Prevailing charges & taxes applied.			

### 1. Direct Booking

- Direct booking refers to bookings made DIRECTLY on winkhostel.com or wink.sg.
- A confirmation email will be sent to confirm your booking.
- All cancellation or date change requests must reach us via email with our acknowledgment.
- For group booking, please refer to the T&C listed in the quotation/invoice.

#### Standard or Base Rate:

- > If you cancel more than 5 days before check-in day, you are entitled to a full refund (minus a 5% processing fee).
- > If you cancel less than 5 days before check-in day, you are entitled to a Free Credit. However, if you cancel less than 1 full day before check-in day, you will be charged in full.

#### Non-Refundable Rate:

- > If you cancel more than 5 days before check-in day, you are entitled to a Free Credit.
- > If you cancel less than 5 days before check-in day, you will be charged in full.

#### Free Credit:

- > Must be redeemed in full within 6 months from the date of the first activation.
- > The request for a new arrival date is subject to availability. Any upward price difference based on the current best available rate requires a top-up; any downward price difference will not be refunded.
- > Once the new arrival date is confirmed, no further amendment is permitted after that.

### 2. Indirect Booking

- Indirect booking refers to bookings made through third-party agents (i.e: Agoda, Airbnb, Booking.com, Ctrip, Expedia, Traveloka, etc). You will be charged per the respective booking policy.
- Date change and free cancellation are not permitted.** Please consult your agents for any specific handling.

**Wink @ Mosque Street**  
(Formerly Wink @ Chinatown)

8a, Mosque Street,  
Singapore 059488.

**Wink @ McCallum Street**  
(Formerly Wink @ Downtown)

2b, McCallum Street,  
Singapore 069043.

**Wink @ Upper Cross Street**

38, Upper Cross Street,  
Singapore 058341.

**We Accept**

