

Frequently Asked Questions

Question	Answer
I'm interested in the travel packages. How can I find out more?	You may contact UOB Travel here for more details. Alternatively, you may call UOB Travel at +65 6252 6822 or email UOBTP-Leisure@uobgroup.com
Can I change the hotel listed in the package to something of my choice?	Yes, you can. Please contact UOB Travel here for pricing.
I've submitted an enquiry on the travel packages but I have not received a reply.	An assigned UOB Travel Consultant will be in touch with you within 48 hours. Alternatively, you may call UOB Travel at +65 6252 6822 or email UOBTP-Leisure@uobgroup.com
Can I add on other travel arrangements such as air tickets, or extend my hotel stay beyond what is stated in the package?	Yes, you can. Please contact UOB Travel here for more details.
Are the packages available for UOB Cardmembers only?	Yes. Plus, enjoy exclusive perks when you purchase with your UOB Card (includes Citi-branded Credit/Debit Cards issued in Malaysia, Thailand and Vietnam)
I would like to book the travel package. How should I proceed?	To book, contact UOB Travel here . Packages are subject to availability upon booking, as it is on a first-come, first-served basis.
I've placed a package booking with UOB Travel. When will I expect to receive the booking status?	The UOB Travel Consultant will inform you on the booking status within 2 working days of placing the booking.

