

# Press Release



FOR IMMEDIATE RELEASE

## Marina Bay Sands unveils innovative arrival service

*Full check-in service now available onboard Marina Bay Sands airport coaches*

**Singapore (8 March, 2012)** – Marina Bay Sands has rolled out a new state-of-the-art arrival service that allows hotel guests the option of completing the check-in process by the time they arrive at the hotel.

The innovative arrival experience begins the moment the guest boards the complimentary Marina Bay Sands coach at any of Changi Airport's four terminals. A Marina Bay Sands guest service agent will register the guest's details via handheld tablets. In an industry first, the data will be updated in real-time into the hotel guest system, allowing for the full onboard check-in experience, complete with credit card verification and key-card collection.

Upon arrival at Marina Bay Sands, the checked-in guests are able to proceed directly to their hotel room, maximizing their time on property.



*Guest check-in is done onboard Marina Bay Sands airport coaches via handheld tablets  
Credit images to Marina Bay Sands*

Benny Zin, COO of Marina Bay Sands said, "This new check-in service reflects our continued commitment towards guests to raise service standards. Particularly for MICE

groups and business travelers, we recognize that time is a valued commodity. The convenience of the airport coach check-in, coupled with the onboard wifi services available, will enhance their stay at Marina Bay Sands from the moment they arrive in Singapore.”

The new service was soft-launched in time for the prestigious Young Presidents’ Organization (YPO) Global Leadership Summit, held in Marina Bay Sands from 26 February to 1 March 2012. The mega event brought together over 2,000 top-ranking international CEOs and their spouses to stay at Marina Bay Sands and involved significant logistical requirements. The check-in service was deployed with much success, seamlessly facilitating the guest arrival experience from the airport. Over four days, Marina Bay Sands successfully checked in nearly 1,000 YPO guests via the onboard coach check-in service.

Other MICE groups will benefit from this new arrival check-in service, as Marina Bay Sands prepares to welcome trade shows and conferences such as Asia Pacific Maritime 2012 (14-16 March) and CommunicAsia 2012 (19-22 June) this year. In addition to MICE groups, this service will undoubtedly also be a welcome option for late night and early morning travelers who can now venture straight to their hotel rooms upon arrival.

As a result of the successful soft launch with the YPO group, Marina Bay Sands is in the process of rolling out this service to all guests travelling to the property via its airport coaches. Outfitting of the technology on board the entire fleet of Marina Bay Sands airport coaches is expected to be completed by end-March.

At the same time, the full fleet of airport coaches has recently been outfitted with wifi capability, allowing guests to surf seamlessly onboard en route to the Hotel.

Guests can board this complimentary airport coach from coach pick-up bays at Changi Airport Terminals 1, 2, 3 and the Budget Terminal. The service runs at 30-minute intervals from 6.00am to 10.00pm and at one hour intervals from 10.00pm to 6.00am.

### **Express Check out Services**

Marina Bay Sands also recently rolled out a similar technology for speedy check-outs at the Hotel. With this service, mobile guest service agents will approach guests to offer them check-outs via handheld tablets.

Once the guest verifies their information and hotel charges displayed on the handheld tablets, the entire transaction is completed within minutes. This new service is an addition to other fast check-out options currently in place at the Hotel, such as the Express Checkout (Dropping key card in a box) and in-room TV check-out.

**About Marina Bay Sands Pte Ltd**

Marina Bay Sands is the leading business, leisure and entertainment destination in Asia. It features large and flexible convention and exhibition facilities, 2,560 hotel rooms and suites, the rooftop Sands SkyPark, the best shopping mall in Asia, world-class celebrity chef restaurants and an outdoor event plaza. Its two theaters showcase a range of leading entertainment performances including world-renowned Broadway shows. Completing the line-up of attractions is ArtScience Museum at Marina Bay Sands which plays host to permanent and marquee exhibitions. For more information, please visit [www.marinabaysands.com](http://www.marinabaysands.com)