

Notice of Revocation of Travel Agent Licence: MISA Travel Pte Ltd

Singapore, 31 May 2017 – The [Singapore Tourism Board \(STB\)](#) would like to inform the public that MISA Travel Pte Ltd (MISA Travel) [licence no. 00920] has been served a notice of revocation on 30 May 2017¹, in accordance with the Travel Agents Act (Chapter 334).

MISA Travel has been served a notice of revocation as it has ceased to carry on the business of a travel agent and is unable to fulfil its obligations towards its customers.

Affected consumers should contact MISA Travel regarding the status of their booking or to seek a refund. In the event that MISA Travel cannot be reached or fails to provide the relevant service delivery or refund, consumers with applicable travel insurance should approach their insurance providers for assistance. Consumers who are not covered by travel insurance can approach the Consumers Association of Singapore (CASE) or the Small Claims Tribunal (SCT), where appropriate.

We take this opportunity to remind consumers to take precautionary measures such as purchasing travel insurance upon payment of the travel plans, and to pay by instalments instead of making full payment. The travel insurance should provide coverage for unforeseen events such as when a travel agent becomes insolvent.

For the latest list of licensed travel agents in Singapore, please visit the Travel Related Users' System (TRUST) website, <https://trust.yoursingapore.com>. Travel agents may also email us at stb_ta@stb.gov.sg for related licensing queries.

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¹ In accordance with the Travel Agents Act, MISA Travel Pte Ltd will be given till 21 June 2017 to provide reasons against the revocation of their travel agent licence, failing which the revocation will take effect unless an appeal is submitted to the Ministry of Trade and Industry (MTI).





MEDIA ADVISORY

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About the Singapore Tourism Board

The Singapore Tourism Board (STB) is a leading economic development agency in tourism, one of Singapore's key service sectors. Known for partnership, innovation and excellence, STB champions tourism, making it a key economic driver for Singapore. We aim to differentiate and market Singapore as a must-visit destination offering a concentration of user-centric and enriching experiences through the "YourSingapore" brand. For more information, visit www.stb.gov.sg or www.visitsingapore.com or follow us on Twitter @STB_sg (https://twitter.com/stb_sg).

