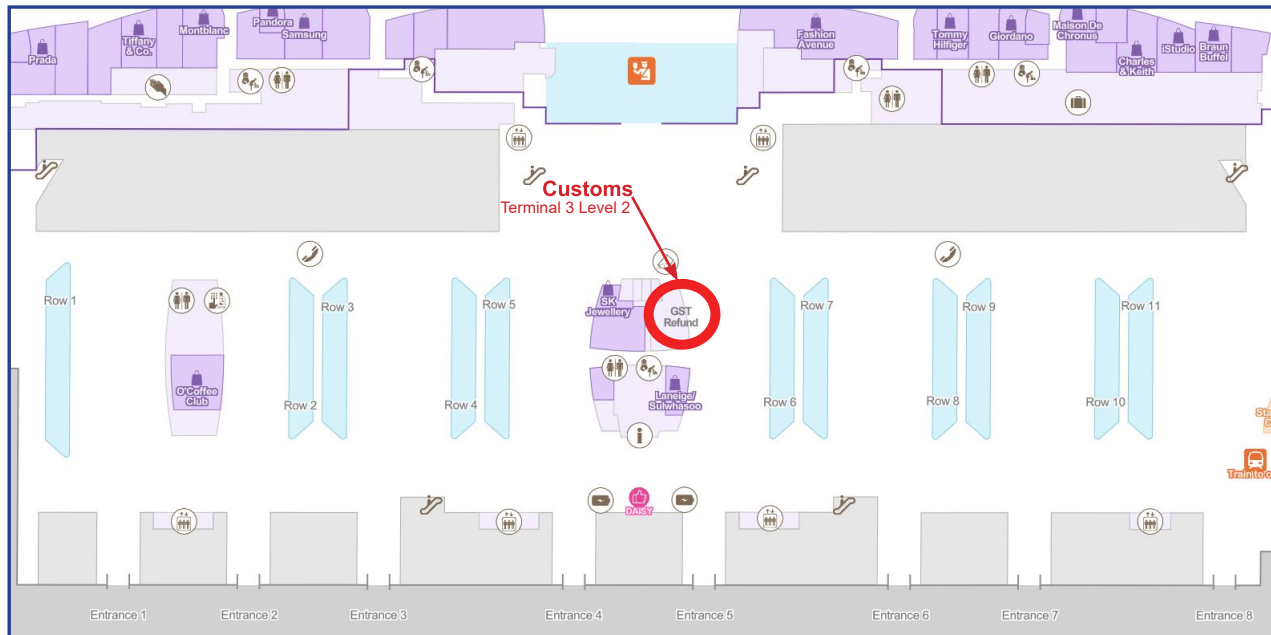


# SIN - Singapore Changi Airport

## Singapore Customs - Terminal 3



### Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.  
**Departure from Airport:**

- 1) Bring Carnet and items to the Customs GST Refund Counter at the Departure Hall Public Area on Level 2.
- 2) Terminal 3 - Customs GST Refund Counter is at the center by Row 6 in between the postal office and Laneige/Sulwhasoo.

**Note:**

If you are planning to check-in your items, please approach the GST Refund Counter located before immigration for the endorsement of the carnet (Departure @ Level 2). Please present the items and the permit to our officers two hours before flight time.

If you are planning to hand-carry your items, please approach the GST Refund Counter located after immigration for the endorsement of the carnet (Transit Area @ Level 2).

**Customs Service: (65) 6542-0519**  
**Hours of Operation: 24/7**

Information is accurate as of Nov 13th, 2018 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

### Language Aid

Present this language aid to be directed to the nearest Customs area in this Airport.

Please direct me to the nearest Customs area. (English)

请给我指明这个机场中最近的海关办事区。(Simplified Chinese)

### Airport Information

**Website**

<http://www.changiairport.com/>

**Customer Service**  
**(65) 6595 6868**

**Parking Customer Service**  
**(65) 6411 5511**  
**or**  
**(65) 9336 2249**

Carnet HelpLine® ..... 1-800-ATA-2900    E-Mail ..... [carnets@atacarnet.com](mailto:carnets@atacarnet.com)  
 Telephone ..... 1-847-852-3100    Website ..... [www.atacarnet.com](http://www.atacarnet.com)

