**Hotel Innovation Challenge 2019**

**CHALLENGE DOCUMENT**

Date: 1 April 2019

Version: 1.1

1. The Singapore Tourism Board (STB) partnered the Singapore Hotel Association (SHA) to launch a Tourism Innovation Challenge for Hotels. We are calling out to solution providers for innovative proposals that can address existing problems faced by the hotel industry.
2. STB has conducted a Launch Event for the Challenge, held on **Monday, 1 April 2019, 1500hrs**, at the **Sheraton Towers Singapore,** to help interested companies understand the requirements and challenge process better. The Launch Event Deck can be accessed in the Challenge Website for companies who did not attend the event.
3. Your solution proposal submission will have to adhere to guidelines stipulated in Section 7 of this Hotel Innovation Challenge Document.
4. Please submit your preliminary proposals via **electronic mail (e-mail)** to STB\_Hotel@stb.gov.sg **by Friday, 10 May 2019, 2359hrs SGT.** All preliminary proposals should be submitted using the Annex A- Preliminary Proposal Submission Template available in the challenge website.
5. For successful Participants with shortlisted proposals, subsequent submission of proposal for Business Improvement Fund (BIF) must be done via the **Business Grant Portal (BGP)**, **by Friday, 13 Sept 2019, 2359hrs SGT**. The BGP is accessible via www.businessgrants.gov.sg, using your Business CorpPass.
6. Any queries regarding the Hotel Innovation Challenge are to be made via email to: [STB\_Hotels@stb.gov.sg](mailto:STB_Hotels@stb.gov.sg)

Yours faithfully,

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Director

Hotel and Sector Manpower / Policy Planning Group

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# BACKGROUND

HOTEL INDUSTRY BACKGROUND

* 1. The hotel industry plays a key role in the tourism industry today. Of total tourism receipts in 2018, 21%[[1]](#footnote-1) was spent on accommodation. Hotels, as an industry, also supports Singapore’s business hub positioning, and fuels growth in other related industries such as Retail, Food and Beverage (F&B), and Meetings, Incentives, Conventions and Exhibitions (MICE).
  2. While there would be anticipated steady growth in the hotel rooms, it is envisaged that manpower would not be able to keep up at the same pace. As such, there is an increasing need for hotels to be on the lookout for solutions to improve on manpower productivity, operating with a leaner workforce moving forward while raising the service experience and creating greater value for hotel guests.

Hotel Innovation challenge

* 1. Noting these challenges, Singapore Tourism Board (STB) partnered the Singapore Hotel Association (SHA) to launch the Tourism Innovation Challenge for Hotels in 2019, to catalyse the development of new solutions to address the perennial pain points faced by the hotel industry, filling gaps and capitalizing on opportunities from the past solutions derived.
  2. 11 problem statements were finally crystallized for this year’s challenge. More details can be found in Section 5.
  3. Organisations taking part in this Hotel Innovation Challenge will be known as Participants, and can include (but not limited to) technology providers, software developers, consortiums, Institutes of Higher Learning (IHLs), Research Institutes (RIs), etc. Participants are to address these problem statements, and submit a preliminary proposal by **10 May 2019, 2359 hrs**. Successful Participants will subsequently be invited to submit a grant application for funding support of up to 70% of qualifying costs from STB for the development of the solution prototype, with at least one (1) committed hotel partner (“Committed Pilot Partner”). Participants are to submit their proposal for the Business Improvement Fund (BIF) by **13 Sept 2019, 2359hrs**. Details of the Hotel Innovation Challenge process and funding support can be found in Sections 4 and 9 respectively.

# OBJECTIVES

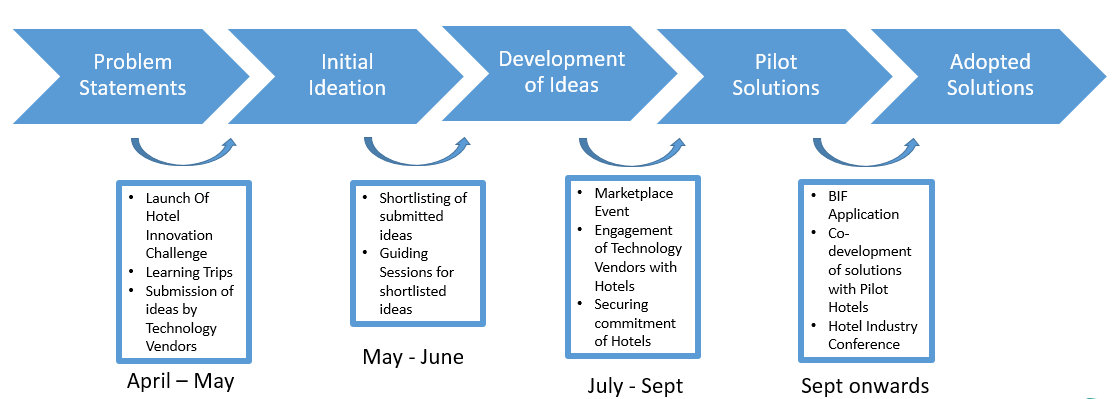
* 1. The objectives of the Hotel Innovation Challenge are to:
     1. Catalyse the development of new solutions to address the perennial pain points faced by the hotel industry
     2. Develop solutions to drive productivity outcomes and/ or deliver enhanced experiences
     3. Develop and scale these ideas into commercial-ready solutions for wider industry adoption

# VALUE OF PARTICIPATION

* 1. Participants in the Tourism Innovation Challenge will gain:
     1. Access to industry partners and partner ecosystem – STB will be facilitating industry networking platforms, to provide the opportunity for shortlisted Participants to engage hotel stakeholders, to understand their needs and garner insights, to develop customised solutions and enable collaboration. 1-1 guiding sessions will also be arranged for shortlisted Participants to develop and fine tune their solutions with the guidance of key hotel representatives. During the development process, STB will also be facilitating a vendor partner ecosystem to allow individual companies to work with companies of complementary specialisation, developing a holistic solution.
     2. Awareness and recognition – Solutions that are supported by STB and successfully developed will have the opportunity to be showcased through relevant industry platforms. Participants are able to leverage these platforms to create more awareness of the solutions.
     3. Financial support – Successful Participants will be funded with up to 70% of qualifying costs. This will help to lower the business risks of new product development, through support for the prototype and adoption costs.

# CHALLENGE PROCESS

* 1. The Tourism Innovation Challenge process broad timelines are as indicated:



IMPORTANT DATES TO NOTE

|  |  |
| --- | --- |
| **Dates** | **Milestones** |
| 1 April 2019 | Launch of Hotel Innovation Challenge and publication of documents on STB’s website |
| 8 - 12 April 2019 | Learning Trips |
| 10 May 2019 | Deadline for submission of Preliminary Proposals (by 2359hrs) |
| 20 - 23 May 2019 | Announcement of Shortlisted Proposals |
| 27 May – 10 June 2019 | 1-1 Guiding Sessions |
| 19 July 2019 | Marketplace (Engagement session with Hotels) |
| 13 Sept 2019 | Deadline for Submission of Proposal for STB’s Business Improvement Fund (BIF) (by 2359hrs) |

* 1. Participants are to note that the dates indicated may be subject to change, and as such, STB encourages Participants to check the STB website (https://www.stb.gov.sg/content/stb/en/trade-events-and-resources/tourism-innovation-challenge.html) for updated details.

Preliminary proposal submissions and assessment

* 1. The Hotel Innovation Challenge will be launched on **Monday, 1 April 2018**, with the publication of the Challenge documents on STB’s website, https://www.stb.gov.sg/content/stb/en/trade-events-and-resources/tourism-innovation-challenge.html.
  2. STB has conducted a Launch Event for the Challenge, held on Monday, 1 April 2019, 1500hrs, at Sheraton Towers Singapore, to help interested companies understand the requirements and challenge process better. The Launch Event Deck can be accessed in the Challenge Website for companies who did not attend the event.
  3. To allow participants to better prepare for the preliminary proposal submission, participants can register for guided trips to hotel sites to see firsthand and attain deeper insights to problems that hotels are facing. Learning trips will be organised based on the category of problem statements; one for F&B problems and another for Housekeeping problems. Do note that there will be no learning trips organized for data-related problem statements due to the nature of these problems.
  4. Participants can start to submit the preliminary proposals on 1 April 2019, and the deadline for all submissions is 10 May 2019, 2359hrs. Participants are required to submit their proposal as per Annex A – Preliminary Proposal Submission Template, and to be emailed to STB\_Hotels@stb.gov.sg. Please note that any submission received after the deadline will not be entertained. Details of proposal submissions can be found in Section 7.
  5. Participants will be shortlisted based on an assessment of the preliminary submissions. The evaluation criteria can be found in Section 6. Clarifications on the proposals are to be expected and would be required during this period. For clarifications, contacted Participants will be expected to respond within 3 working days.

1-1 Guiding Sessions

* 1. Shortlisted participants will be invited for 1-1 guiding sessions, which will be attended by representatives from STB and the hotel industry. These guiding sessions will allow participants to meet and consult with STB and the hotel representatives, providing guidance in the developmental process to better cater to the needs of the industry. This will ensure an optimised solution, fine-tuned for the local hotel industry.

Marketplace event

* 1. Successful participants will be invited to attend the Marketplace event in July. These participants will be able to network, engage and share their solutions with Hotel stakeholders, and potentially secure pilot partner hotels. Further details on the Marketplace will be released closer to the date of the event.

Submission of Proposal for STB’s Business Improvement Fund(BIF)

* 1. Participants would be required to secure **at least one (1)** Committed Pilot Partner in order to submit the application for STB’s Business Improvement Fund (BIF), to acquire funding support for development of solution. Results of the application will be released in November 2019.
  2. Depending on the complexity of the submitted proposal, the development and pilot implementation period could span approximately 6 months. Development of the solution should only commence after the application for grant has been approved. The exact duration should be proposed by each Successful Participant, for STB’s consideration.

SOLUTION SHOWCASE AND industry adoption

* 1. Successful prototypes will be showcased at relevant industry platforms where appropriate. STB may also work with Successful Participants to scale up the adoption of successful proposals to the rest of the industry.

# PROBLEM STATEMENTS

* 1. The problem statements for the Tourism Innovation Challenge are as follows:

|  |  |
| --- | --- |
| **S/N** | **Statements** |
| 1 | How might we enable housekeepers to reduce the effort required and speed up the process of making a bed? |
| 2 | How might we autonomously vacuum the hotel room flooring without frequent changing of battery and dust bag? |
| 3 | How might we enable housekeepers to speed up, reduce the effort required and increase the quality of cleaning concave surfaces such as bath tubs, sinks, and toilet bowls? |
| 4 | How might we automate the setting up and keeping of chairs after banquets? |
| 5 | How might we utilize robotics to reduce the time and labor required for bussing in the context of F&B in hotels? |
| 6 | How might we automate the process of setting up of tableware for banquets and also in a restaurant setting? |
| 7a | How might we enable hotels to have a holistic view of guests information by collecting information, extracting information from individual systems and provide a collective representation of consolidated information of guests? |
| 7b | How might we enable hotels to better measure customer satisfaction through timely feedback prompts to hotel guests? |
| 7c | How might we enable hotels to better utilize individual preference data (both guests and potential guests), achieving revenue optimization through upselling? |
| 8 | How might we enable hotels to optimize labor allocation dynamically (across different functions) and schedule workforce based on dynamic hotel demand? |
| 9 | How might we enable hotels to measure the productivity of hotel staff, eg, kitchen staff, via data collection and analytics technology? |

# EVALUATION CRITERIA

* 1. The evaluation criteria for Participants’ Preliminary proposals are as follows:

|  |  |  |
| --- | --- | --- |
| **No.** | **Evaluation Criteria** | **Description** |
| 1 | **Strength of Proposal;** *Impact of Solution, Feasibility,* | * Ability to address the problem statement comprehensively and with clear expected outcomes indicated e.g. improved productivity, increased competitiveness, etc.   Considerations would also include:   * + Feasibility of developing proposed solution   + Impact of adoption of proposed solution   + Degree of scalability in industry * Innovativeness of solution and/or differentiation from existing offerings (e.g. first in the industry) |
| 2 | **Company Assessment;** | * Experience & skill-sets * Track record * Past projects / client references |

* 1. The following factors will count against the quality of the solution proposal:
     1. Replicating commercial off-the-shelf solutions
     2. Consultancy services (i.e. only expert advice without actual solutions / prototypes)
     3. Increasing resources (e.g. manpower, time, etc)
  2. The areas of consideration in the evaluation of Participants’ proposals for Business Improvement Fund (BIF) are as follows (in no order of importance):
     1. Technology Innovation – innovative concept/project; being first in Singapore of first in the Singapore Hotel Industry
     2. Feasibility of developing proposed solution
     3. Sustainability and Scalability – a) business model of applicant company, and b) adoption of technology by Hotels in the longer term
     4. Improvement in Productivity – Improvement in productivity of Hotels through the adoption of the technology (e.g. reduction in man-hours/headcount, increase in output per staff, incremental cost savings, increase in topline and bottomline, growth of company value-add.
     5. Increase in competitiveness – Increasing competitiveness of Hotels adopting the technology, locally and/or globally
     6. Impact to Industry – Impact on the hotel industry (e.g. increased productivity, scalability to the rest of the industry or tourism sector)

# PRELIMINARY PROPOSAL SUBMISSION

* 1. Participants are required to submit a proposal using the template provided in Annex A, including the following areas:
     1. Specify the problem statement your proposal is addressing;
     2. Describe proposed solution in detail. This should make up the bulk of the proposal. Description of the solution should also address the questions below:
        1. How does your solution address the problem?
        2. What are the expected outcomes of your solution?
        3. What are the unique selling points of your solution compared to solutions currently available in the market? (if any)

* + 1. Description of the enabling technology that your solution is based on;
    2. Outline of steps that will be taken in the development of the described solution;
    3. Description of company background and specialization, track records of projects, and experience with the enabling technology that will be deployed in the described solution
  1. Should the Participants be a consortium of providers, only 1 proposal is required for the consortium, with clear indication on the lead / principal provider.
  2. The submission deadline is **Friday, 10 May 2019, 2359hrs SGT**.
  3. While Participants are allowed to submit more than one (1) proposal, each proposal should only address one (1) problem statement, with the exception of problem statement 7 where the problem statements can be addressed jointly. Participants should not submit multiple proposals for the same problem statement. Participants are required to submit their proposal via email, using the template found in Annex A, to the following email address: [STB\_Hotels@stb.gov.sg](mailto:STB_Hotels@stb.gov.sg). Proposals submitted via any other means, and / or received after the stated deadline, will not be accepted.
  4. Participants who have submitted proposals are eligible to amend their respective proposals, provided the respective submission deadlines have not been reached.

# SUBMISSION OF APPLICATION FOR BUSINESS IMPROVEMENT FUND (BIF)

* 1. Participants are required to submit a proposal using the template provided in Annex B, and should include the following information:
     1. Project objectives - Describe the problems or limitations your project is trying to solve.
     2. Project Scope, Schedule and Deliverables. This section should include the details as below:
        1. Description of solution’s functions and modules
        2. What differentiates the project from current solutions in the market? (if any)
        3. Gantt chart detailing the project start and end date, each of the project phases and timeline, deliverables, and consultants and/or company’s internal project team members’ man-day/month involvement
        4. Details of the consultant/company’s internal project team, such as their roles and responsibilities, and their involvement at each of the project phases.
     3. Market Potential and Strategy - This section should include the details as below:
        1. Highlight the target market in terms of customers, market niche and geographical
        2. Outline the company’s pricing, promotion and distribution strategies
        3. Elaboration of how your company is able to sustain the business model and how the tourism companies adopting the proposed product/service are able to sustain the adoption in the long term
        4. Projection of this project’s profit & loss statement
        5. Indication of Committed Pilot Hotel for the project
  2. Should the Participants be a consortium of providers, only 1 proposal is required for the consortium, with clear indication on the lead / principal provider.
  3. The submission deadline is **Friday, 13 Sept 2019, 2359hrs SGT**.
  4. While Participants are allowed to submit more than one (1) proposal, each proposal should only address one (1) problem statement, with the exception of problem statement 7 where the problem statements can be addressed jointly. Participants should not submit multiple proposals for the same problem statement. Participants are required to submit their proposal through the Business Grant Portal (BGP). Participants are required to use the BIF proposal template found in the challenge website to prepare the submission through BGP. Proposals submitted via any other means, and / or received after the stated deadline, will not be accepted.
  5. Participants who have submitted proposals are eligible to amend their respective proposals, provided the respective submission deadlines have not been reached.

# FINANCIAL SUPPORT

* 1. Subject to successful grant application to STB and compliance therewith, STB will co-fund up to 70% of the prototype development costs, for qualifying costs. As an indicative summary:
     1. Qualifying costs include third-party costs related to professional services, audit, testing and certification associated with the development of the solution proposal and delivery of projects, processes, and services meeting the desired standards, training that are an intrinsic component of the project, hardware / equipment and software associated with the proposed concept, and internal manpower.
  2. Non-qualifying costs include hardware / equipment and software costs not related to the project (e.g. solutions for basic business functions), off the shelf packaged solutions, maintenance costs, and marketing costs.
  3. The funding will be disbursed on a reimbursement basis, subject to key project milestones which could include but not limited to successful development and completion of the solution prototype, and / or trialling the solution in the Committed Pilot Partner’s actual operating environments, etc.
  4. Applicants shall submit third-party audited documents on qualifying costs for the disbursement of grants, unless otherwise stated.
  5. STB shall not be obliged to disburse any grant if the solution prototype is not able to perform as described in the submitted proposal.
  6. To be eligible for co-funding support, the Participant must be an entity that is registered in Singapore.
  7. The approval of such grant application, and corresponding qualifying costs, for support shall be at STB’s sole discretion and subject to separate terms and conditions to be agreed upon under STB’s grant and acceptance of the Letter of Offer upon grant approval. Nothing herein shall be taken as obliging STB to provide co-funding to Successful Participants, or as taking precedence over the terms and conditions of STB’s grant.

# PROTOTYPE DEVELOPMENT

* 1. Post approval of the Business Improvement Fund (BIF) application, the successful participants are required to work closely with the Committed Pilot Partner to develop a prototype of the proposed solution.
  2. At the end of the prototyping phase, the Successful Participant will have to demonstrate how the prototype addresses the problem statement in the Committed Pilot Partner’s live operating environment, and how it can achieve the stated desired outcomes.
  3. STB will request for updates on the progress of the development on a periodical or need-to basis.

# CONTACT DETAILS

* 1. The Participants and other interested parties may post questions or clarifications on the Hotel Innovation Challenge via email to the following: [STB\_Hotels@stb.gov.sg](mailto:STB_Hotels@stb.gov.sg)
  2. All correspondence throughout the Hotel Innovation Challenge must be written in English.
  3. Each Participant shall keep any correspondence between STB and himself relating to the Hotel Innovation Challenge confidential and without disclosure to any third party, except with the prior written of STB.

# OTHER CONDITIONS OF PARTICIPATION

* 1. By participating in the Hotel Innovation Challenge, Participants will need to agree to the conditions stated below. Note that Participants refer to companies, including but not limited to technology providers, consortiums, IHLs and RIs for this Hotel Innovation Challenge. “We”, “us” or “Organiser” refer to STB.

Challenge period

* 1. Preliminary proposal submissions for the Hotel Innovation Challenge will only be accepted between **Monday, 1 April 2019 and Friday, 10 May 2019, 2359hrs SGT**. In order to be eligible for consideration, the Participant must submit all required information (refer to Section 7) by the stated deadline. Submissions received after this time will not be accepted.
  2. For shortlisted participants that have successfully secured 1 committed pilot hotel, subsequent submission of proposal for Business Improvement Fund (BIF) must be done via the **Business Grant Portal (BGP)**, **by Friday, 13 Sept 2019, 2359hrs SGT**. Requirements of the submission can be found in Section 8 of this document.

ParticipantS

* 1. The Hotel Innovation Challenge is not open to current employees of STB and / or any other persons who are involved in administering or organising it.
  2. If the Participant is a consortium or a team of individuals, any changes to the composition of the Participant can be made at any time up to and including **Friday, 10 May 2019, 2359hrs SGT** via email to STB at [STB\_Hotel@stb.gov.sg](mailto:STB_Hotel@stb.gov.sg).
  3. The Participant must appoint a main contact point for the Organiser (“Main Contact”) and emails sent by the Organiser to the email address provided by the Main Contact will be considered delivered to the Participant. If the Participant is a team of companies, the Participant must similarly appoint a main contact point. It is the responsibility of the main contact point to inform the companies in the team.
  4. No changes of the Participant will be allowed after **Friday, 10 May 2019,** **2359hrs SGT** unless approved by the Organiser.

Proposal submissions

* 1. All submissions must meet the following criteria:
     1. Incomplete or indecipherable proposals will be deemed invalid and disqualified.
     2. All submission materials must be presented and/or submitted in English language.
     3. All proposals submitted for the Hotel Innovation Challenge must not be past winning proposals of any previous Challenges or similar endeavour.
     4. By submitting a proposal in this Hotel Innovation Challenge, the Participant represents to STB and confirms in good faith that, to the best of the Participant’s knowledge and belief that the solution proposal meets all requirements set forth above and in the Conditions for Participation; and
     5. Any solution proposal that does not fulfil any of the above conditions will be deemed ineligible and will be disqualified.

Intellectual property rights

* 1. All submissions to the Hotel Innovation Challenge remain the intellectual property of the Participants that developed them. In cases where the Participant comprises a consortium or a team of individuals, the ownership of any intellectual property created for the purposes of and in connection with the participation in this Hotel Innovation Challenge shall be a matter privately agreed between such persons prior to the submission of their solution proposal. By participating in the Hotel Innovation Challenge, and entering a submission, the Participant grants STB (or any third party acting on STB’s behalf) an irrevocable, perpetual, paid-up, non-exclusive, royalty-free, worldwide license to feature them in websites or other media for publicity or education purposes. Hotel Innovation Challenge proposals that do not fulfil the above criteria will be deemed ineligible and will be disqualified.
  2. STB is not under any obligation to use the Participant’s solution proposal for any purpose whatsoever (even if it has been short-listed).
  3. If STB or a third party (such as another government agency or a private entity) wishes to work with the Participant to further use, modify and/or develop the solution proposal (or to obtain such rights to do so), separate negotiations and agreements (subject to such agreement being reached) will be entered into pertaining to such work. Such negotiations and agreements do not fall within the scope of these Conditions of Participation.
  4. Each Participant considering accessing, leveraging and incorporating or otherwise using intellectual property from any third party shall adhere to the terms and conditions of the agreement with the respective third parties. The Participants are advised to review and/or consider such terms of use carefully before signing any agreements for collaboration. The arrangement between the Participant and respective third parties is a matter between them, and the Organiser shall not be held responsible for any outcome thereunder for the purposes of participation in this Hotel Innovation Challenge.
  5. In cases where the submitted Hotel Innovation Challenge proposals include intellectual property rights which the Participant does not own, the Participant shall declare and acknowledge the original owner of the intellectual property. The Participant shall ensure it has the necessary agreement with the original intellectual property owner to the right of use of the intellectual property for himself under the Hotel Innovation Challenge and for the sub-licensing purposes under Clause 11.8.

Other conditions

* 1. By entering this Hotel Innovation Challenge, each Participant further agrees:

1. To abide by these Conditions of Participation and other conditions in the Challenge Document;
2. To abide by and accept as final and binding on the Participant, all of STB’s decisions on all matters related to this Hotel Innovation Challenge;
3. That the Participant is subject to Singapore law, these Conditions of Participation shall in all respects be construed in accordance with Singapore law and the Participant hereby agree to submit to the exclusive jurisdiction of the courts of Singapore in all matters relating to this Hotel Innovation Challenge;
4. To be fully liable for and at all times completely indemnify and hold harmless STB, its employees, agents and partners from any all loss, claims, liability or damage whatsoever that may arise as a result of the Participant’s participation and conduct, including but not limited to any breach of the Conditions of Participation and any applicable law in connection with the Hotel Innovation Challenge;
5. To accept all risks of personal injury or property damages of any nature whatsoever that may arise from the Participant’s making or creation of the solution proposal or participation in this Hotel Innovation Challenge and, if the Participant attends any events related to the Hotel Innovation Challenge, to accept all risks of personal injury or property damages of any nature whatsoever that may arise from the Participant’s attendance at the event; and the Participant will not in any way hold STB responsible for any liability, loss, damage, expense and cost which the Participant may sustain or incur as a result of the Participant’s participation or attendance, except for liability which cannot be excluded by law;
6. To keep STB and its respective directors, officers, employees and agents indemnified against any and all such claims by third parties for any losses or damages arising from the Participant’s submission of the Hotel Innovation Challenge proposal solution, the Participant’s participation in the Hotel Innovation Challenge, and STB’s evaluation of the Challenge proposal;
7. That if, for any reason, any aspect of the Hotel Innovation Challenge is not capable of running as planned, including by reason of infection by computer virus, network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any cause beyond the control of STB which corrupts or affects the administration, security, fairness, integrity or proper conduct of the Hotel Innovation Challenge, STB may at its sole discretion cancel, terminate, modify or suspend this Hotel Innovation Challenge, or invalidate any affected submissions, and shall not be liable for any claims, action, damage, or loss as results of such cancellations, termination, modification, suspension or invalidation;
8. That STB shall not be responsible for any loss, damage, cost or expense howsoever arising or incurred by the Participant in connection with this Hotel Innovation Challenge, including the collection and subsequent use of the grant amount, and any unreadable, incomplete, mutilated, tampered or irregular entry, any breakdown or malfunction in any computer system or equipment and any notice which is misdirected or lost;
9. That no third party that is not a party to this Agreement shall have any right under the Contracts (Right of Third Parties) Act Cap. 53B to enforce any term of this Agreement.
10. To allow the STB (or any third party acting on STB’s behalf) to publish personal data of the Participant, including any actual name of an individual, nationality and/or age, whether online, in print, or in any other media, in connection with publicity relating to this Hotel Innovation Challenge without any other payment or compensation to the Participant;
11. To allow STB (or any third party acting on STB’s behalf) to use information that the Participant provides during the course of the Hotel Innovation Challenge to be used for marketing purposes. If the Participant does not consent to such use, the Participant must not participate in this Hotel Innovation Challenge;
12. To allow STB (or any third party acting on STB’s behalf) to:
13. take photographs and videos of the Participant at the Hotel Innovation Challenge briefing session and other Challenge-related events (if STB chooses to do so);
14. retain full ownership rights of such photographs and recordings without any payment or compensation to the Participant; and
15. broadcast and publish at STB’s sole discretion any or all of such photographs or recordings on any media to showcase the Hotel Innovation Challenge for promotional purposes;
16. To participate in publicity activities relating to this Hotel Innovation Challenge (or other future publicity activities) without any payment or compensation to the Participant.
17. The decision of the Organiser on all matters relating to the Hotel Innovation Challenge, including the eligibility of the Participants and the selection of the short-listed Participants and award, is final and no correspondence will be entertained.
18. The Organiser reserves the right to amend these Conditions of Participation at any time at its absolute discretion without any further notice, including but not limited to the eligibility terms and criteria, the selection of winners, the timing of any act to be done and all the Participants to this Hotel Innovation Challenge shall be bound by these amendments. Updates will be published on the STB website: <https://www.stb.gov.sg/content/stb/en/trade-events-and-resources/tourism-innovation-challenge.html>
19. In the event of any inconsistency between these Conditions of Participation and any document, brochures, marketing or promotional materials relating to the Hotel Innovation Challenge, these Conditions of Participation, and all its subsequent variations, shall prevail. In the event of any inconsistency between these Conditions of Participation and the terms and conditions of STB’s grant, the latter shall prevail.

– End –

1. Based on STB’s Year in Review for 2018, Jan – Sep 2018 Overseas Visitor Survey data [↑](#footnote-ref-1)