



— Go Direct • Local Storytellers • Personalised Experience —

Business Partner Terms & Conditions

These Business Partner Terms & Conditions (“Terms”) govern the listing and advertising of your business on ClickMyGuide. By applying to become a partner, submitting a listing, or paying for a package, you agree to these Terms. In these Terms, “ClickMyGuide”, “we”, “us” and “our” refer to the operator of the ClickMyGuide platform, and “you”, “your” and “Partner” refer to the business partnering with us.

1. Who can be a partner

Partnering is open to businesses that serve travellers, such as restaurants and eateries, wellness and spa providers, transport providers, retailers and hotels. You must be a validly registered business and hold all licences, permits and approvals required to operate lawfully.

2. Applying and approval

To partner with us, you submit an application with your business details and chosen package. We review each application and may accept, decline or request further information at our discretion. A partnership begins only once we confirm it and your package is paid.

3. What we provide

ClickMyGuide is a listing and discovery platform. We provide advertising and listing placement for your business according to your chosen package. We do not sell your products or services, take bookings or payments on your behalf, or act as your agent.

4. Packages and fees

Partner packages, together with their features and prices, are as set out on our website and rate card (currently Essentials, Spotlight, Premium and Premium 2-year). All fees are in US Dollars (USD) and payable in advance for the stated period, via PayNow or bank transfer.

5. Payment, renewal and expiry

Fees are billed per period and must be paid before your listing goes live and before each renewal. To keep your listing live, you must renew before the period ends. If a renewal is not paid, your listing and any associated placements are removed from the platform when the period expires.

6. Consent to renew

Renewal is at your choice and by your action. To keep your listing live, you must renew and pay for the next period before your current period ends. By renewing, you consent to continue under the then-current Terms, packages and pricing. We may send a renewal reminder, but it remains your responsibility to renew on time; if you do not, your listing is removed when the period expires.

7. Refunds

Package fees are non-refundable once the period begins. If you cancel partway through a period, the remaining period is not refunded.

8. Your content and information

You provide your logo, description and other listing content. You are responsible for ensuring it is accurate, lawful, not misleading, and kept up to date, and for promptly correcting or removing any content that becomes inaccurate.

9. Your responsibilities

You must hold and maintain all licences, permits and approvals your business requires, comply with all applicable laws, honour any offers or representations you publish, and deal fairly and promptly with travellers who contact you.

10. Our rights over listings

We may approve, decline, edit, suspend or remove any listing or content that does not meet our standards, is inaccurate, misleading or unlawful, or breaches these Terms. We will aim to notify you, but may act without prior notice where necessary.

11. No exclusivity

Partnering does not make you our exclusive partner in your category or area. We may feature other businesses, including competitors, on the platform.

12. Use of your brand

You grant us a non-exclusive, royalty-free licence to display your business name, logo, description and content for the purpose of promoting you on the platform and in related ClickMyGuide marketing. We use them only for these purposes.

13. Relationship with travellers

Any dealing, booking, sale, payment, cancellation or dispute between you and a traveller is solely between you and the traveller. We are not a party to it and accept no liability for it. We do not guarantee any level of enquiries, customers, leads or sales.

14. Prohibited content and conduct

You must not publish content that is false, misleading, offensive, discriminatory or unlawful, infringe the rights of others, or use the platform for any unlawful or harmful purpose.

15. Intellectual property

The ClickMyGuide platform, brand and content (other than your own content) remain the property of ClickMyGuide or its licensors. You retain ownership of your own content, subject to the licence you grant us in these Terms.

16. Changes to packages, pricing and terms

We may update our packages, features, pricing and these Terms at any time, and such changes may take effect without prior notice. By continuing to use the platform or maintain your listing after changes take effect, you are deemed to have accepted the updated Terms. Changes apply to new purchases and renewals; a current paid subscription is honoured at the package and price you paid until it expires.

17. Suspension and termination

We may suspend or remove your listing, or end the partnership, if you breach these Terms, and fees already paid are not refunded. You may end the partnership by choosing not to renew.

18. Data protection

We handle your business and contact information in accordance with our Privacy Policy and the Personal Data Protection Act (PDPA).

19. Limitation of liability

To the fullest extent permitted by law, ClickMyGuide is not liable for any indirect or consequential loss, or loss of business, profits or goodwill, arising from the partnership. Our total liability to you is limited to the fees you have paid to us in the twelve months before the claim.

20. Indemnity

You agree to indemnify us against any claims, losses or costs arising from your content, your dealings with travellers, or your breach of these Terms or of any applicable law.

21. Governing law

These Terms are governed by the laws of Singapore, and the courts of Singapore have exclusive jurisdiction.

22. Contact

For any questions about these Terms or your partnership, please contact us at enquiries@clickmyguide.sg.

Acceptance

By applying to become a partner and paying for a package, you confirm that you have read, understood and agree to these Business Partner Terms & Conditions, and that these Terms may change from time to time as set out above.