

# Civil Service Club @ Changi 1

## Frequently Asked Questions



### FAQs: Booking / Check-In

#### 1. What is the Check-In / Check-Out time?

Check-In time is 3pm – 6pm.

Check-Out time is 11.30am – 12pm. Strictly no check-out after 12pm.

#### 2. Can we request early Check-In / late Check-Out?

All requests are subject to availability. You may contact Reception Office at 6709 4706 or 9646 7716 (Duty Phone) or email us at [rooms@csc.sg](mailto:rooms@csc.sg) for assistance.

#### 3. Can a member of the Public book the chalet?

Yes, our chalets are open to Public. Advance booking is open up to 60 days. [Click here](#) to register an account and book online from our website. The registration is valid only after the first booking is done and payment is made. [Click here](#) for the guide on how to book.

#### 4. How do I check the room rates and room availability?

[Click here](#) to view the room rates and room availability. Kindly ensure the right field is selected.

#### 5. What is the minimum and maximum number of nights I can book in 1 transaction?

The minimum night of stay is 1 night. Maximum night of stay is 5 nights. If you need to book for more than 5 nights, kindly send in a request to [rooms@csc.sg](mailto:rooms@csc.sg).

#### 6. What is the minimum age for Check-In and Check-Out?

The minimum age is 21 years old.

#### 7. Can we authorise a family member / friend to Check-In and Check-Out on our behalf?

- You can authorise your proxy to Check-In (**21 years old and above**) on your behalf. [Click here](#) to obtain our authorisation form (to be submitted via authorised email address to [rooms@csc.sg](mailto:rooms@csc.sg)).
- Main member can check in for supplementary members however for supplementary member, they will need the proxy form to check in on behalf of main member.
- Do note that your proxy will be required to produce their NRIC for verification upon Check-In.

#### 8. What are the documents required for check-in by the authorised person?

On behalf of CSC Member / Public Officer / Public:

- NRIC of Authorised Guest
- Authorisation Form (Proxy Form)

However, should the **Main Applicant be a Public Officer (Non-CSC member), he/she must:**

- a) Be present at the counter with Staff Pass / Public Service Card before 6pm to complete the check In verification process **OR**
- b) Send the Authorisation Form with Staff Pass / Public Service Card (*please mask the NRIC number if there is any*) via **work email address** 1 week before date of stay.

**In the event if all of the above are not met, the room rates will be converted to Public Rates.**

## 9. Can we cancel or amend our confirmed booking?

There will be no full refund for cancellation of confirmed bookings. Alternatively, you may consider to postpone your room booking. (within the entitled booking window)

NOTICE PERIOD	AMOUNT
Less than 14 days	No refund available
Less than 30 days	25% of booking value to be refunded
Less than 60 days	50% of booking value to be refunded
More than 60 days	90% of booking value to be refunded

Email to us at [rooms@csc.sg](mailto:rooms@csc.sg) for further assistance.

Please note that all requests are subject to management approval.

Decision is final and no appeal shall be entertained.

## 10. How many chalet unit(s) can each member book for any given date?

For the same check-in date, each member can only book 1 unit at member's rate. If there is a need to book more than 1 unit, the second unit onwards shall be charged under public rate.

## 11. Is there a Security Deposit?

Yes, there is a mandatory refundable security deposit of \$300 for each Villa and \$100 for each Single suite or Family Suite. Security deposit can be made via Cash or Credit Card (Amex not allowed).

## 12. How do we get the refund for Security Deposit if we were to use Credit Card method?

Security Deposit will be under "Card Verify" (no charge) upon Check-In. It is just a temporary hold amount (it will appear under pending in your bank account) and will be voided from our end upon your Check-Out. Once we have completed the "Auth-Reversal, the pending charge disappears and the funds become available to you again. This process will take 7 working days for Credit Card and 6 weeks for Debit Card respectively.

## 13. Does CSC recognise chalet booking that is purchased from other sources (e.g., Carousell, Facebook etc) other than the official CSC Chalet booking site

No. Do note that subletting or resale of rooms for profiteering is strictly prohibited. Should you come across any site or source claiming to sell or resell bookings, please do not entertain and to inform us immediately at [changji@csc.sg](mailto:changji@csc.sg).

## 14. Can we use the chalet for a ticketing event (e.g., Rave Party etc)?

- **Unauthorised solemnisation of marriage, wedding ceremony, religious activity, political activities, corporate event, ticketing event or activity is not permitted within the premises.** Booking will be cancelled without refund and an additional penalty of **\$1,500** per chalet will be imposed. The Main booker will be barred for 4 years from booking of Club facilities.

## 15. What is the maximum occupancy capacity for different chalet type?

- After 11.00pm, the club will not hesitate to evict guests if the rooms are noisy or rowdy.
- To maintain the serenity and exclusivity of the premises, the maximum number of guests in the room (after 11.00pm) is as follows: See table below for details.

Chalet Type	Day Occupancy	Night Occupancy
Deluxe / Superior Suite	15	2 pax
Family Suite	25	4 pax
Family Suite Plus	25	5 pax
Superior / Deluxe / Premier Villa	40	6 pax

## FAQs: BBQ Pits (Operated using Charcoal)

### 1. Can we book rooftop BBQ Pit without booking a chalet?

No. Only [BBQ Pavilion](#) is allowed without accommodation.

### 2. How can we go about booking a BBQ Pit?

Booking of Rooftop BBQ pit (charcoal-operated) can be done together with the booking of the chalet rooms online. Alternatively, you may drop us an email at [rooms@csc.sg](mailto:rooms@csc.sg) to indicate that you would like to book the Rooftop BBQ pit during your stay. **Payment can be made via PayNow or upon check-in.**

## FAQs: BBQ Pits (Gas Operated)

### 1. Villa BBQ pit booking

A **portable gas-operated BBQ pit** is located within the compound of each Villa. Charcoal is not required as it is gas-operated. Booking of Villa BBQ pit (gas-operated) can be done together with the booking of the villa online. Alternatively, you may request upon check in. Housekeeper will provide gas tank and instructions to operate **after payment is made.**

### 2. What is the cost of the BBQ pits?

#### Members:

\$18 per night for off-peak periods

\$28 per night for peak and super peak periods

#### Non-Members:

\$30 per night for off-peak periods

\$50 per night for peak and super peak periods

**All BBQ activities are to end by 11.00pm.**

### 3. What is the BBQ pit measurements (approximately)?

Rooftop BBQ pit: 57cm x 57cm

Villas: 52cm Length x 95cm breadth

**Villas BBQ pit is gas-operated, charcoal is not required. You are required to bring wire mesh for food hygiene purposes.**

## FAQs: Catering

### 1. Can I engage a Buffet Caterer?

The Club offers catering services. [Click here](#) to view approved list of Caterers. **A surcharge of \$150 applies for non-approved caterers.**

Buffet catering setup along corridor is strictly not allowed.

Chalet Type	House Rules
Deluxe / Superior Suite / Family Suite Plus	- Buffet catering <b>not</b> allowed
Family Suite	- Buffet catering allowed but no open flames set up (only induction heating allowed to be used) - Allowed only on the balcony of the Family suite
Superior / Deluxe / Premier Villa	- Open flame buffet catering set up is allowed outside the Villa where the BBQ gas pit is located

## FAQs: Rooms

### 1. Are pets allowed in the chalet at Changi 1?

Pets are not allowed within the chalet and Clubhouse premises **except for approved designated areas (Canopy and Tails Up)**. Penalty of \$250 per pet shall be imposed if pets are brought in illegally. **The Dog Friendly Bungalow in CSC @ Loyang is the only exception.** No refund will be allowed should the cancellation reason was due to pets unable to be brought into the chalet.

### 2. Can we request for extra towels?

Provision of bath towels are according to number of sleeping pax based on the bed configuration. We are able to exchange for towels if needed but do not provide extra.

### 3. Can we request for extra mattress?

No, extra mattress is not provided due to fire safety regulation which may be a hazard blocking the way in the event of evacuation during an emergency.

### 4. Is Baby Cot / High Chair available?

Yes, you may email in your request to [rooms@csc.sg](mailto:rooms@csc.sg) or let us know upon Check-In before 5.00pm. Please be informed that all request is subjected to availability on the day of Check-In.

### 5. What is the size of the Baby Cot?

124cm x 66cm x 79cm

### 6. Is there Wi-Fi available?

Yes. We provide free Wi-Fi, the password will be issued on the day of Check-In.

### 7. Are there cutleries provided in the room?

Yes, basic cutleries such as bowls, plates, forks, spoons, chopsticks are provided in the rooms. You will be given an inventory list upon Check-In.

## 8. Are there bathroom amenities provided in the chalet?

Yes, we provide body wash, shampoo, sanitary bag and dental kits according to the number of night occupancy.

## 9. Is there complimentary chalet parking?

- Guests will receive the following for complimentary parking:
  - Single Suite : 1 car
  - Family Suite : 2 cars
  - Villa : 3 cars
- Please register during booking or come ready with IU number and vehicle number.
- Admin fee of **\$10.00** will be charged for any change of car IU, limited to 1 change per car.
- Registration of additional car IU is **\$15.00** per vehicle (require 4 hours to take effect).
- Purchase of single exit carpark complimentary coupons is available for issuance to your guests at **\$10.00** per coupon.
- **There will be a charge of \$20.00 for damage or misplaced carpark label.**

## 10. What is the Reception Office operating hours?

We open daily from 0830hrs to 2230hrs. The Duty Officer can be contacted at 9646 7716 from 2230hrs onwards.

## 11. Are we allowed to set-up any Bouncing Castle?

Yes (Villas only), as long as it does not run on a motorized machine (only self-pump bouncy castle allowed) and does not exceed the measurement of 1.6m x 2.0m.

Do note that setting up of bouncy castle on the grass patch is **not allowed**. Please send in an email to [rooms@csc.sg](mailto:rooms@csc.sg) for more information. **A penalty of \$500 will be imposed for failure to adhere to the house rules.**

## FAQs: Wedding / Solemnisation

### CSC @ Changi 1

- Solemnisation or any form of activities related to wedding booking is exclusively for **Club Members** only.
- Members shall not book the Chalets for relative, friends or proxy's wedding ceremony / solemnization.
- Members booking window will be **up till 365 days in advance**.
- Booking can only be made through walk-in or via email, only for stay period beyond 120 days window period (Event rate throughout the stay applies).
- Booking will only be confirmed upon submission of the Notice of Summary of Marriage. You will be able to retrieve the document 3 months before your wedding date.
- A refundable security deposit of **\$300** upon check-in by Cash or Credit Card (No AMEX).
- No unauthorized solemnization of marriage or wedding ceremony. Booking will be cancelled without refund and a penalty of **\$1500** per chalet will be imposed. The applicant will be barred for 4 years from booking the resorts.
- Unauthorised event set-up / play equipment / sound system is not permitted in the premises. **Main booker will be charged an additional penalty of \$500.**
- Gate Crash and *Kompang* is allowed between 10am to 8pm, kindly inform CSO at the counter during check-in. *We hope for your kind understanding to keep the session within 30-45 minutes so as to maintain the peace and serenity within and around the Resorts.*
- No mass washing of cutleries at the premises of the chalet unit apart from the kitchen.
- Live station (only induction cooker) is allowed. Open fire cooking that uses any form of cooking gas (e.g., gas cylinder, canister etc) is **strictly prohibited**.
- Should you wish to set up any additional equipment, kindly approach our CSO for more information on our guidelines. Strictly no hacking and drilling is allowed.

- Any movement of the chalet furniture during your stay, kindly return the furniture to its original position before check-out. A damage fees will be imposed if we found any damages on our furniture.
- Event set-up by external vendors must be removed by the stipulated check-out timing.
- The following chalets are **recommended** for wedding booking:

**Loyang**

Seaview Bungalow 123 / 124  
Garden Bungalow 133 / 135

**Changi 2**

Changi Cottage  
Garden Chalet G  
Fairy Point Chalet 7

**Changi 1**

Deluxe Villa  
Premier Villa

## FAQs: Swimming Pool

### 1. Where is the Swimming Pool located?

It is located in CSC @ Changi 1, in front of Al Capone restaurant.

### 2. Is the swimming pool open to Public?

No. Access to the Swimming Pool is exclusively to **CSC Members** and **Chalet Guests** only. Chalet stayers are to present the room key card to the lifeguard, for verification purposes, in order to access to the swimming pool. Access will be denied without room key card.

### 3. I am a chalet guest; how many swimming pool passes will I be given for my stay?

Chalet Type	Based on per night stay
Villas	8 passes
Family Suite / Family Suite Plus / HCP	6 passes
Superior / Deluxe Suite	4 passes

**For purchase of additional passes:**

**Monday to Thursday - \$2 per entry per guest**

**Friday, Saturday, Sunday & Eve of PH and Public Holiday - \$3 per entry per guest**

### 4. I am a CSC Member; can I bring my guest to the Swimming Pool?

Yes, 1 CSC member can bring up to 4 guests to the Swimming Pool.

Entry fee per guest is applicable.

**Monday to Thursday - \$2 per entry per guest**

**Friday, Saturday, Sunday & Eve of PH and Public Holiday - \$3 per entry per guest**

**Guests below age of 4 years old enter for free (accompanied by an adult)**

### 5. Are there towels provided at the Swimming Pool?

For CSC Members, towels can be rented at \$1 per towel for the first three towels and \$3 per subsequent towel.

For guests of CSC Member or chalet guests who are non-members, towels can be rented at \$3 per towel.

### 6. I am a Social Member; can I use the Swimming Pool?

Yes, there will be an entry fee of \$5.

## 7. What are the operating hours for the Swimming Pool?

0800hrs to 2100hrs.

Last entry will be at 2030hrs.

## FAQs: Pavilion BBQ Pits (Operated using Charcoal)

### 1. How can we go about booking the Pavilion BBQ Pits?

Members may book Pavilion BBQ pits online. (<https://gateway.csc.sg/webclub/facilities/>)

Non-members may drop us an email at [changji@csc.sg](mailto:changji@csc.sg) to book the Pavilion BBQ pits.

### 2. What is the cost of the Pavilion BBQ Pits?

#### Members

\$49 per block of 6 hours for off-peak periods

\$76 per block of 6 hours for peak periods

#### Non-Members

\$70 for block of 6 hours for off-peak periods

\$114 for block of 6 hours for peak periods

Booking is in a block of 6 hours.

Booking time availability:

1000 to 1600hrs

1700 to 2300hrs

### 3. What is the capacity of each Pavilion BBQ Pit?

There is no maximum capacity, but each pavilion is comfortable for 10 persons at any one time.

## FAQs: Priority Code

### 1. Who is entitled to use the Priority Code?

The Priority Code is entitled to Public Officers, Civil Servants, Statutory Board, Public Health Org & MINDEF (Staff only) who are not Civil Service Club Members. [Click here](#) for the guide on how to book.

**For Public Service Card (Civil Servants) / Staff Card are required upon Check-In.**

### 2. Can I use the Priority Code if I am a National Service Full-time (NSFs)?

Please note that National Service Full-time (NSFs) are considered members of Public. For members of Public, you do not need to key in any Priority Code and rates will be under public rates.

### 3. Do I need to key in the Priority Code if I am a Civil Service Club Member?

No, the Priority Code is only for Public Officers who are not Civil Service Club Members.

### 4. How do I key in the Priority Code?

Public Officers are to login using their ID and keyed in under "ENTER PRIORITY CODE." The special rates apply to chalet units at all CSC chalet properties (CSC @ Changi I, CSC @ Changi II & CSC @ Loyang).

## 5. Where do I get the Priority Code?

The Priority Code can be obtained from your Flexi-work Ambassadors.

Alternatively, [Click here](#) to get our Priority Code through our website link.