

## Civil Service Club @ Changi II Frequently Asked Questions

### FAQs: Bookings / Check-In

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

Check-in time is between 3pm – 7.30pm.

Check-out time will be scheduled by CSO from 8.45am to 10.30am.

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

All requests are subject to availability. You may contact our Reception Office at 6545 2343 or email us at [changi2@csc.sg](mailto:changi2@csc.sg) for assistance.

#### **3) Can a member of Public book the chalet?**

Yes, our chalets are open to public. Booking is open up to 60 days. You may register an account and book online from our website.

<https://gateway.csc.sg/webclub/roomscsc/clubreg.tbred?webpage=publicoffrreg>

The registration is valid only after the first booking is done and payment is made.

#### **4) How do I check the room rates and room availabilities?**

You may go to our website to view our room rates and room availability based on the Rate Type.

<https://gateway.csc.sg/webclub/roomscsc/clubinquiry.tbred>

#### **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.

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

The minimum age is 18 years old.

#### **7) Can we authorize a family member / friend to Check-In and Check-Out on our behalf?**

You can authorise your proxy to check-in on your behalf if you are a member of Civil Service Club. [Click here](#) to view our authorisation form (to be submitted on the day of check-in). Do note that a copy of your NRIC and proxy's IC is required upon check-in.

#### **8) What if I'm not a CSC member? Can I authorise my proxy to check-in on my behalf?**

Your proxy can check-in for you first if you are Public Officers who are not a member of Civil Service Club. However, a valid Civil Service Card / Staff Pass must be produced upon check-in. Applicant must verify in person before 8pm to complete the verification process. Applicants who do not comply will be penalised for subletting of chalets.

#### **9) What does the authorized person need to bring for Check-In?**

On behalf of Club Member / Public:

- NRIC of Authorised Guest
- A front & back copy of Applicant's NRIC
- Authorization Letter

On behalf of Public Officers:

- NRIC of Authorised Guest
- A front & back copy of Applicant's NRIC

However, the Applicant will need to complete the verification with his / her Public Service Card (Civil Servants) / Employee's ID (Statuary Board/MINDEF/Public Healthcare) to avoid any penalty imposed.

**10) Can we cancel or amend our confirmed booking?**

There will be no refund for cancellation of confirmed bookings. You may only amend your booking if it is due to compassionate or medical reasons. Please note that all requests are subject to management approval.

**11) How many chalet units can each person book at one time?**

Each person can only book 1 chalet unit at one time and do note that subletting is strictly prohibited.

**12) Is there a Security Deposit required?**

Yes, there is a security deposit of \$200 by cash or credit card.

**FAQs: BBQ Pits (Operated using Charcoal)**

**1) Can we book a BBQ Pit without booking a chalet?**

No. Each BBQ Pit is assigned to individual chalet units.

**2) How can we go about booking a BBQ Pit?**

BBQ Pit is included once you book a chalet unit with us. However only for Netheravon Terrace, you may select whether you want to book with or without BBQ Pit.

**3) What is the size of the BBQ Pit?**

0.7m X 0.64m.

**FAQs: Catering**

**1) Is there any Surcharge for Catering?**

Yes, there is a surcharge of \$150 for external catering. You may view our link for our approved caterers. Do note that there will be no surcharge for BBQ food.

<https://www.csc.sg/PDF/cateringinfo.jpg>

**2) Can Catering set-up be done on the grass patch or lawn?**

No, any buffet set-up or placement of tables and chairs is to be placed on the cemented area. The Club will not be able to provide alternative locations in the event of rain.

**FAQs: Rooms**

**1) Are pets allowed in the chalet?**

Pets are not allowed in our chalets. There will be a penalty of **\$250** per pet imposed if pets are brought in illegally.

**2) Can we request for extra towels?**

No. The quantity of the bath towels provided is depending on the number of Night Occupancy of the chalet.

**3) Can we request for extra mattress?**

No extra mattress is provided.

**4) Is Baby Cot available?**

Yes, subject to availability. Please email in to [changi2@csc.sg](mailto:changi2@csc.sg) to request.

**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 given on the day of Check-In.

**7) Are there cutleries provided in the room?**

Yes, Cutleries such as plates, forks, spoons, chopsticks are provided in the rooms. You will be given an inventory list upon Check-In. No additional provision available

**8) Are tables and stools available for rental?**

Yes, subject to availability.

Stools can be rented at \$1 per stool.

Plastic Chairs with backrest can be rented at \$2 per chair.

Tables can be rented at \$7 per table.

**9) How big is the table?**

It is a GS Table. The size of the GS Table is 90cm x 90cm.

## **FAQs: Wedding / Solemnization**

### **1) Are we allowed to host a Wedding / Solemnization in the chalet / premises?**

Wedding events are applicable to Club Members only and is subject to Management's approval.

The following chalets are allowed for booking:

- Changi Cottage
- Garden Chalet G
- Fairy Point Chalet 1
- Fairy Point Chalet 5
- Fairy point Chalet 7

Unauthorized solemnization of marriage, wedding ceremony is not permitted within the premises. Rates booked using a Priority Code will be converted to Public rates. 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 Clubhouse.

You may drop us an email to [changi2@csc.sg](mailto:changi2@csc.sg) so that we can assist you further.

### **2) How many days in advance can I book a chalet for my wedding?**

Members or Public Officers may book up to 180 days in advance.

Public may book up to 60 days in advance. Subletting of the chalets is strictly prohibited. Rates booked using a Priority Code will be converted to Public rates. Booking will be cancelled without refund and a penalty of **\$500** per chalet will be imposed. The applicant will be barred for 4 years from booking the resorts.

### **3) Can I book a chalet for my relative / friend / proxy's wedding ceremony or solemnization?**

No, you can only book the chalet for your own wedding.

### **4) Is there anything that I need to know in order to hold my wedding at CSC Loyang?**

You may wish to take note of the following:

- There is a Surcharge of **\$300** for Wedding or Solemnization.
- There is an additional surcharge of **\$200** for usage of lawn.
- There will be an additional surcharge of **\$300** for setting up of tentages and gazebo.
- A refundable security deposit of \$500 upon check-in.
- Gate Crash and *Kompang* is allowed. *We hope for your kind understanding to maintain the peace and serenity within and around the Resorts.*
- No Washing of Cutleries at the premises of the chalet unit.
- No Open-Fire Cooking is allowed.
- Should you wish to place a *Wedding Dias* or *Altar* at the chalet, kindly approach our CSO for more information on our guidelines.

## **FAQs: Swimming Pool**

### **1) Where is the Swimming Pool located?**

It is located in CSC @ Changi I, it will take 10mins walk from Changi II Reception Office.

### **2) Is the swimming pool open to Public?**

No, access to the Swimming Pool is exclusively for our Club Members and Chalet Guests only.

Entry fee is applicable for chalet guests.

Mon to Fri - \$1 per entry per guest

Sat, Sun & Public Holiday - \$2 per entry per guest

### **3) I am a chalet guest, how many of us can go to the swimming pool?**

You will be given 4 Pool Pass per day. Subsequent guest will be chargeable accordingly.

### **4) I am a Club Member; can I bring my guests to the Swimming Pool?**

Yes, except for Social Members, all members can bring up to 4 guests to the Swimming Pool.

Entry fee per guest is applicable.

Mon to Fri - \$1 per entry per guest

Sat, Sun & Public Holiday - \$2 per entry per guest

### **5) I am a Social Member; can I use the Swimming Pool?**

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

### **6) Are there towels provided at the Swimming Pool?**

Towels can be rented at \$1 per towel for the first three towels and \$3 per subsequent towel.

### **7) What is the operating hour for the Swimming Pool?**

0800hrs to 2100hrs.

Last entry will be at 2030hrs.