

How to book a chalet using the booking portal

Step 1: Click on the “**Book Now**” button on www.cscchalets.sg



Step 2: Log in your account

For Civil Service Club Members, you need to log in with your User ID (NRIC) and Password. If you have forgotten your password, you may reset your password by keying in your User ID (NRIC) before clicking on “**Forgot Password?**”.

The screenshot shows the login page for the "Online Rooms Booking System". At the top, it says "Online Rooms Booking System" in green. Below this, there is a link: "Don't have an account, sign up here!" with a question mark icon. Below that, it says "OR". There are two input fields:

- User Id (e.g. S1234567A) **Key in your NRIC**
- Password

At the bottom right, there is a link: "Forgot Password?". A red arrow points to the "Forgot Password?" link.

For Civil Servants, Statutory Board Employees, Institute of Higher Learning, Public Healthcare employees, MINDEF staff and members of public who have not registered with the previous Aloha Resorts booking system, please click on **“Don’t have an account, sign up here!”** to register with us.

For Civil Servants, Statutory Board Employees, Institute of Higher Learning, Public Healthcare employees, MINDEF staff and members of public who have registered with the previous Aloha Resorts booking system before, you may use your login ID (NRIC) to request for a new password by clicking on ‘Forgot Password?’.

Step 3: Keying in of Priority Code

For Civil Servants, Statutory Board Employees, Institute of Higher Learning, Public Healthcare employees and MINDEF staff, you are required to key in your Priority Code at the point of registration on **“ENTER PRIORITY CODE”** to enjoy the special rates. The special rates apply to chalet units at CSC @ Loyang (former Aloha Loyang) and CSC @ Changi II (former Aloha Changi) only. The Priority Code can be obtained from your HR department or Flex-work Ambassadors.

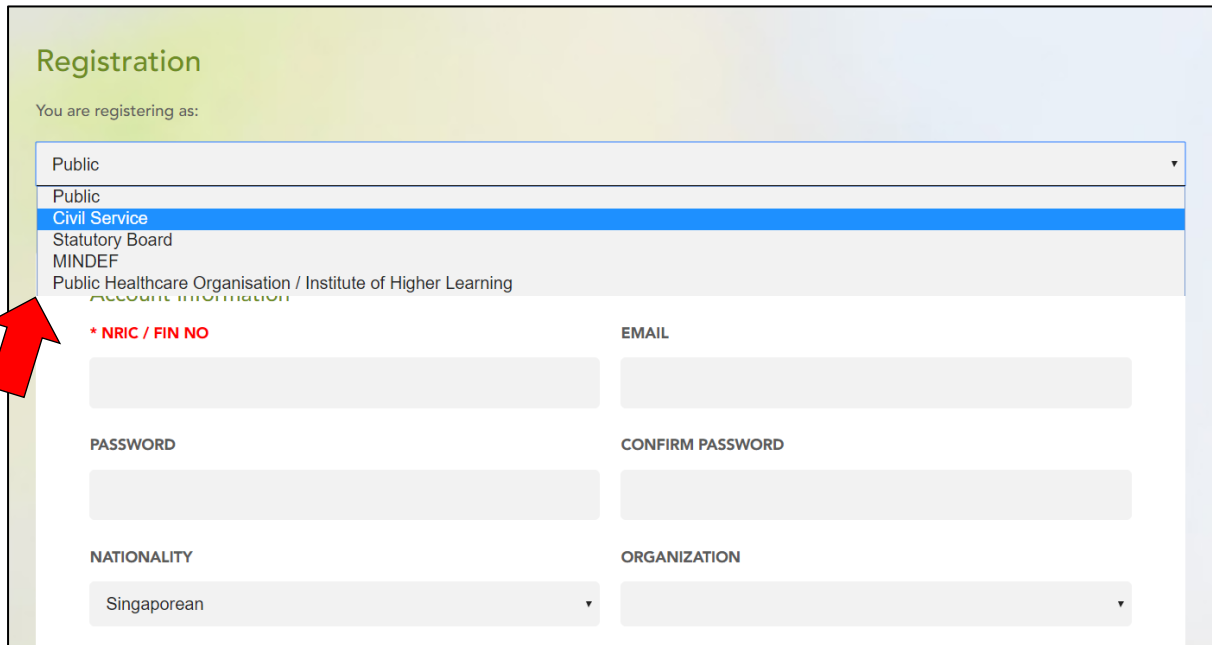
Please note that National Servicemen Full-time (NSFs) are considered members of public.

For members of public, you do not need to key in any priority code.

The screenshot displays the 'Priority Code Entry' section of the Aloha Resorts booking system. At the top left, there is a user profile icon and the text 'Hi, ...'. At the top right, there is a 'Logout' link with a downward arrow icon. Below this, the 'Priority Code Entry' section is highlighted in a light grey background. It contains a dropdown menu for 'SELECT RATE TYPE' with 'Civil Service' selected. Below that is a text input field for 'ENTER PRIORITY CODE' with the placeholder text 'Priority Code' and a red arrow pointing to it with the text 'Key in your Priority Code'. Below the input field is a green 'SUBMIT' button with a red arrow pointing to it and the text 'Click "SUBMIT"'. At the bottom left, there is a logo for the Singapore Civil Service Centre and the text 'Contact Us | Connect with us:' followed by icons for Instagram and Facebook.

Step 4: For NEW users

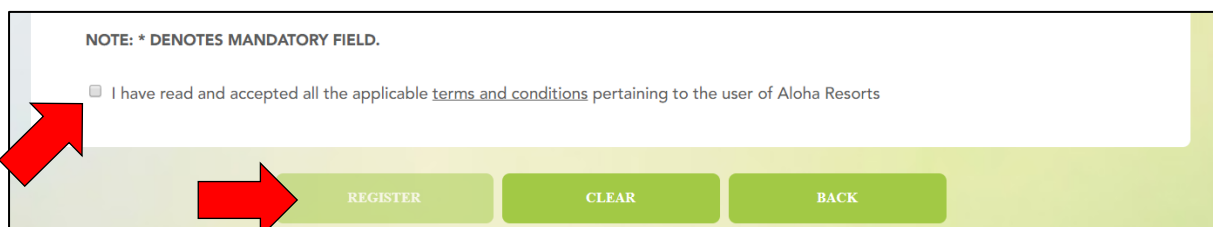
After clicking on the “Don’t have an account, sign up here!” button, please select your user type from the list of categories: Public, Civil Service, Statutory Board, MINDEF, Public Healthcare Organisation/ Institute of Higher Learning.



The screenshot shows a registration form titled "Registration". Below the title, it says "You are registering as:". A dropdown menu is open, showing options: Public, Civil Service (highlighted in blue), Statutory Board, MINDEF, and Public Healthcare Organisation / Institute of Higher Learning. A red arrow points to the "Civil Service" option. Below the dropdown, there are several input fields: "* NRIC / FIN NO" (with a red asterisk), EMAIL, PASSWORD, CONFIRM PASSWORD, NATIONALITY (with "Singaporean" selected), and ORGANIZATION. A red arrow points to the "PUBLIC INFORMATION" section header.

Proceed to fill up the form with your details for Account Information, Personal Information and Address Information.

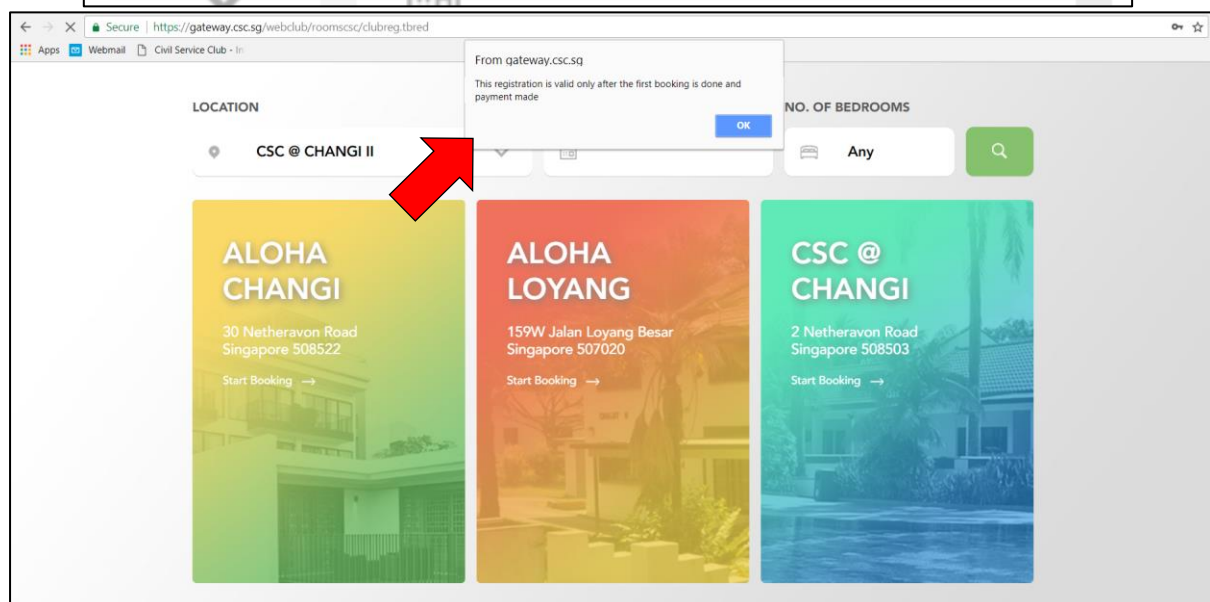
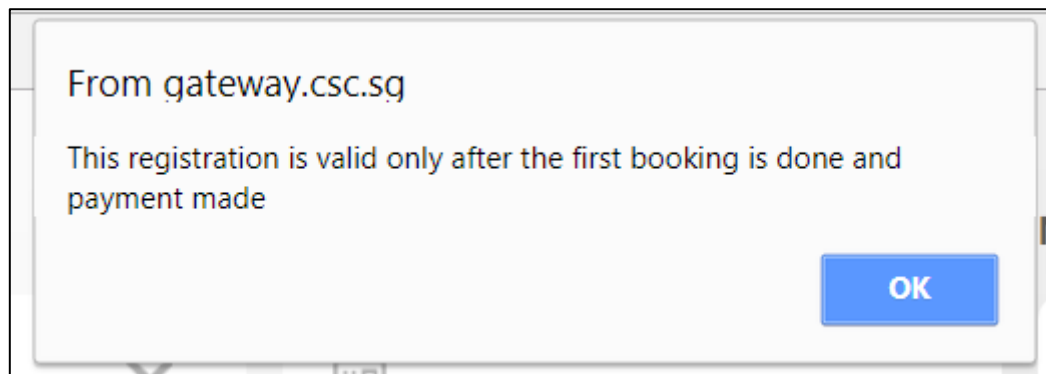
After which, do acknowledge the Terms and Conditions by clicking on the check box, before you proceed to click on “REGISTER”.



The screenshot shows a section with a note: "NOTE: * DENOTES MANDATORY FIELD." Below the note is a checkbox that is currently unchecked, with the text "I have read and accepted all the applicable [terms and conditions](#) pertaining to the user of Aloha Resorts". A red arrow points to the checkbox. Below this section are three buttons: "REGISTER", "CLEAR", and "BACK". A red arrow points to the "REGISTER" button.

Check the Terms & Conditions before registering

After clicking on “REGISTER”, you will see a message pop up that will indicate “This registration is valid only after the first booking is done and payment made”. It is important to note that your account will not be registered in our booking system should you choose not to complete your booking. Hence, you will need to repeat the registration process again.



Step 5: Making your booking

Once logged in with your account, you may select your preferred location from the dropdown on “**LOCATION**”: CSC @ CHANGI II (Former Aloha Changi), CSC @ LOYANG (Former Aloha Loyang) or CSC @ CHANGI.

Choose your date of check-in on “**CHECK IN**”.

Once done, you may click on the SEARCH button to generate the search.

SEARCH button

The search interface includes three filter sections: LOCATION (CSC @ LOYANG), CHECK IN (17/04/2018), and NO. OF BEDROOMS (Any). A red arrow points to a green search button with a magnifying glass icon. Below the filters are three accommodation cards: ALOHA CHANGI (30 Netheravon Road, Singapore 508522), ALOHA LOYANG (159W Jalan Loyang Besar, Singapore 507020), and CSC @ CHANGI (2 Netheravon Road, Singapore 508503). Each card has a 'Start Booking' link.

From the search, you may proceed to select your preferred Type of Accommodation and click on the check-in date to select your stay period.

TYPE OF ACCOMMODATION

GARDEN BUNGALOWS , GARDEN TERRACES , POOL TERRACES , SEA VIEW BUNGALOW 1 , SEA VIEW BUNGALOWS , SEA VIEW TERRACES

FILTER

GARDEN BUNGALOWS Fully Booked Select Bedroom

Type of Accommodation	17 Apr (Tue)	18 Apr Wed	19 Apr Thu	20 Apr Fri	21 Apr Sat	22 Apr Sun	23 Apr (Mon)
 BUNGALOW (GARDEN)	\$345.00	\$345.00	\$345.00	Fully Booked	Fully Booked	\$560.00	\$345.00

GARDEN TERRACES Fully Booked Select Bedroom

You will be brought to your Room Booking page with the Room Policies, Arrival Date, Departure Date and Total Amount Summary.

Please ensure that you have selected the correct chalet unit of your choice, check-in date and number of nights before proceeding.

Rooms Booking for CSC @ LOYANG, BUNGALOW (GARDEN) Select an Option

GARDEN BUNGALOWS | BUNGALOW (GARDEN)

Rooms Policies

- Check In Time: 3pm - 7:30pm (Subject to availability)
- Check Out Time: 9:30am - 11:30am
- A refundable security deposit of S\$100 on Check In payable during check-in (Based on calculation of booking. The refund will be given in your CSC Service card or employee's ID card for reference; your check-in. A penalty will be imposed if you do not come in person before 201 files.
- Changes for the contact number and email address will not be updated. Indicate in your membership.

ARRIVAL DATE: 17/04/2018 DEPART DATE: 18/04/2018 NO. OF NIGHTS: 1

ADD ONS

BBO Pk Booking (For CSC @ CHANGI, please check with Changi BBO Pavilion here)

Baby Cot (Subject to availability)

TOTAL SUMMARY

ROOM	SGD 345.00
ADD ONS 1	SGD 0.00
GST Amount (0.7%)	SGD 24.15
TOTAL AMOUNT	SGD 369.15
VOUCHER/COUPON	SGD 0.00

CONTRACT NO. EMAIL:

I agree to the Terms & Conditions

BACK BOOK NOW

Check the Terms & Conditions agreement

After checking that all the information is correct, do acknowledge the Terms and Conditions agreement by clicking on the check box, before you proceed to confirm your chalet booking on **“BOOK NOW”**.

Step 6: Make your Payment

You will be redirected to a payment page. You may follow the steps provided to complete your payment. Please note that if the payment is not made or complete, your booking is not confirmed. For NEW users, your account that was created will not be registered as well.

Should you have further queries, please contact us at:

CSC @ Changi I

Hotline : (65) 6709 4709 or (65) 6709 4706

Email : rooms@csc.sg

CSC @ Changi II (former Aloha Changi)

Hotline : (65) 6545 2343 or (65) 6545 6373

Email : changi2@csc.sg

CSC @ Loyang (former Aloha Loyang)

Hotline : (65) 6581 9033 or (65) 6582 8006

Email : loyang@csc.sg

We look forward to having you stay with us!

Chalets booking team