

# Civil Service Club @ Changi II

## 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 will be made known upon Check-In, between 10.00am – 11.00am.

Staggered Check-Out timings are implemented to minimize crowding and reduce waiting time.

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

All requests are subject to availability. You may contact Reception Office at 6545 2343 / 6545 6373 or email us at [changi2@csc.sg](mailto:changi2@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.

*Should you need to book for more than 5 nights, kindly write in to [changi2@csc.sg](mailto:changi2@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 [changi2@csc.sg](mailto:changi2@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

However, should the **Main Applicant be a Public Officer, he/she must:**

- a) Be present at the counter with Staff Pass / Public Service Card before 8pm 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** 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 [changi2@csc.sg](mailto:changi2@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 units can one person book at any one time?

One person can only book 1 chalet unit at any one time. Do note that subletting is strictly prohibited.

## 11. Is there a Security Deposit?

Yes, Security Deposit (refundable) is mandatory by Cash or physical Credit Card (No Amex).  
Netheravon Terrace: \$200  
All other Chalets Type: \$300

## 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 [changi2@csc.sg](mailto:changi2@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
Changi Cottage	40 pax	6 pax
Changi Seafront Chalet (A - D)	40 pax	8 pax
Changi Seafront Chalet F (House of Melissa)	Click <a href="#">here</a> for details	
Changi Garden Chalet (G - I)	40 pax	10 pax
Yacht Cub Bungalow A & D (2-bedroom)	10 pax	4 pax
Yacht Club Bungalow E (3-bedroom)	16 pax	9 pax
Yacht Club Bungalow B (4-bedroom)	16 pax	9 pax
Yacht Club Chalet	25 pax	10 pax
Fairy Point Bungalow 1A	16 pax	6 pax
Fairy Point Bungalow 1B	10 pax	2 pax
Fairy Point Bungalow 2 & 3	25 pax	8 pax
Fairy Point Chalets (1, 2 and 5)	40 pax	12 pax
Fairy Point Chalets 3	50 pax	15 pax
Fairy Point Chalets 4	40 pax	17 pax
Fairy Point Chalet 6	50 pax	10 pax
Fairy Point Chalet 7	50 pax	8 pax
Netheravon Terrace Bundle Room (A - F)	20 pax	4 pax

## 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?

No advance booking is required. BBQ activities are to end by 11.00pm.

### 3. What is the size of the BBQ Pit?

0.7m X 0.64m.

Please note wire mesh is not provided. You are required to bring your own 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 External Caterers.

## FAQs: Rooms

### 1. Are pets allowed in CSC Changi II?

Pets are not allowed within the chalet and Clubhouse premises. Except designated location in Changi I & Loyang. Penalty of \$250 per pet shall be imposed if pets are brought in illegally except for **Dog Friendly Bungalow in CSC @ Loyang**. *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, we do not provide extra mattress 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 [changi2@csc.sg](mailto:changi2@csc.sg) or let us know upon Check-In before 5.00pm. Please be informed that all request is **subject 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 given 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. No additional provision available.

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

Yes, we provide body wash, shampoo, razor kit, vanity kit, sanitary bag, toothbrush and toothpaste according to the number of night occupancy.

**9. How many cars can park at CSC Changi II?**

We will provide 1 – 4 carpark labels, *depending on the type of unit booked*. **All the vehicle numbers are required on the day of Check-In (Regardless day / over-night parking).**

**10. Are we allowed to set-up any Bouncing Castle?**

Yes, 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 and it can only be placed on the pavement area. **A penalty of \$500 will be imposed for failure to adhere to the house rules.**

**11. Are there Mahjong Rentals available?**

Yes, the rental is subject to availability upon Check-In.

Mahjong set rental rates are as follows:

- 1 night: \$30 before GST
- 2 nights or more: \$50 before GST

**12. What is the Reception Office operating hours?**

We open daily from 0830hrs to 2030hrs.

Duty Officers can be contacted at 9622 3097 after office hours.

## FAQs: Wedding / Solemnisation

### 1. Are we allowed to host a Wedding / Solemnisation in the chalet and/or its premises?

- Solemnisation or any form of activities related to wedding booking beyond 120 days booking window 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 **\$500** upon check-in by Cash or Credit Card (No AMEX).
- Additional Surcharges:
  - **Wedding Surcharge: \$300**
  - **Usage of Lawn for event purposes: \$300**  
(Note: Guest to outsource for own approved generator for external power supply)
- 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.
- 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 *Kompong* is allowed between 10am – 8pm, kindly inform CSO at the counter during check-in. *We hope for your kind understanding to keep the session below 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.
- Event set-up by external vendors must be removed by the stipulated check-out timing.
- The following chalets are recommended for booking:

➤ Changi Cottage	➤ Garden Chalet G	➤ Fairy Point Chalet 1 / 5 / 7
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## FAQs: Swimming Pool

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

It is located in CSC @ Changi 1, it will take 10 minutes' walk from Changi II Reception Office.

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

No, access to the Swimming Pool is exclusively to CSC Members and Chalet Guests only.

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

Chalet Type	Based on per night stay
Changi Cottage	8 passes
Seafront / Garden / Yacht Club Chalet	
Yacht Club Bungalow B & E	
Fairy Point Bungalow 1A, 2 & 3 / Fairy Point Chalet	
Netheravon Terrace	4 passes
Yacht Club Bungalow A & D / Fairy Point Bungalow 1B	

For purchase of additional passes:

Monday to Thursday - \$2 per entry per guest

Friday - Sunday, Eve of Public Holiday & 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 (excluding Main Member) to the Swimming Pool.

Entry fee per guest is applicable.

Free entry for guest below age of 5 years old (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 Non-Members or guests of CSC Member, towels can be rented at \$3 per towel.

**6. What are the operating hours for the Swimming Pool?**

0800hrs to 2100hrs.

**Last entry will be at 2030hrs.**

**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 Officers, 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 Flex-work Ambassadors.

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