

General Enquiries

1. How do I make a party reservation?

- Step 1: Fill up the Birthday Party booking form accordingly.
- Step 2: Submit the booking form. Kindly note that the booking is not confirmed until you receive a confirmation email from the organizer.
- Step 3: The organizer will confirm the dates with you before payment can be done online.
- Step 4: Once the booking is confirmed with the organizer, kindly make payment on the GEVME portal link provided by the organizer.

2. When is the earliest and latest I can book the venue?

Bookings are released one month in advance. You can book the venue two weeks before the party at the latest.

3. How do I know if my preferred date is available?

Kindly fill in the booking form on the website to state your preferred dates. We will follow up with you within 3 working days for the available dates.

4. Can I still book if the birthday child is below 3 years old or above 8 years old?

Please note that the birthday child must be 4 - 8 years old due to the nature of the kit.

5. What is the minimum number of children required for the package?

The minimum number of children is 15.

6. What is the maximum capacity for the party venue?

The maximum capacity is 50 pax, inclusive of adults.

7. Can I host a party on weekdays?

Please note that birthday parties are only conducted on weekends.

8. Can I know the flow or itinerary of the party?

Kindly note the itinerary for both AM and PM party sessions below:

AM Session Party: 10.30AM – 12.30PM

10.30AM – 11.10AM	<i>Play Time</i> Guests may visit the gallery or have snacks while waiting for the activities to start.
11.15AM – 12.00PM	<i>Facilitated Activity</i> At 11.10am, staff will announce for everyone to gather at the Train Station for a science activity and to sing a birthday song!
12.30PM	<i>End of party</i> Guests to wrap up the birthday party at the Train Station and vacate the room.

PM Session Party: 2.30PM – 4.30PM

2.30PM – 3.10PM	Play Time Guests may visit the gallery or have snacks while waiting for the activities to start.
3.15PM – 4.00PM	Facilitated Activity At 3.10pm, staff will announce for everyone to gather at the Train Station for a science activity and to sing a birthday song!
4.30PM	End of party Guests to wrap up the birthday party at the Train Station and vacate the room.

9. Can I delay the party if my guests arrive late?

The booking time must be strictly adhered to. KidsSTOP™ will not be liable for latecomers or no-shows.

10. When do my guests need to exit the room?

The party venue will be reserved till 12.30PM for parties in the morning session and 4.30PM for the afternoon session. Guests must leave the room thereafter.

11. Can I speak to the officer-in-charge?

Kindly email us at Kidsstop_events@science.edu.sg, and we will reply to you within 3 working days.

12. Can I visit the venue before placing a booking/reservation?

The venue is available for viewing on Tuesdays to Fridays, 10.00am – 12.00pm, 2.30pm – 5.30pm. Please proceed to the KidsSTOP™ ticketing counter and look for Ms Teng Li Hui/ Ms Anati. For alternative timings (subject to availability), please contact Kidsstop_events@science.edu.sg.

13. How do I know if I have successfully booked the venue?

You will receive an email confirmation from KidsSTOP™.

14. What do I do if I do not receive any reply?

If you did not receive any reply within 3 working days, please check the following:

- Ensure that our email address is correct (there is a double 's' in 'kidsstop').
- Please check your junk/spam folders(emails may go to the wrong folder).
- Please check your outbox (the email might not have reached us).
- Please send us your email again and cc Kidsstop_prog@science.edu.sg as well.

Enquiries on Party Items

15. May I know what the DIY Science Kits are for?

The DIY Science Kits are specially curated science experiments catered to 4 - 8 years old children. Kindly refer to the instructional sheets in the kit on how to conduct the experiments.

16. May I know what is inside the science kit?

Items in the science kit include:

- 1 drawstring bag
- 1 gift
- 1 birthday sticker sheet
- 2 DIY science activities*

*Kindly note that the science activities will depend on the theme.

17. Can I add or remove items from the packages?

We do not recommend removing items from the package as the price of the items are included in the total cost.

18. Can I request for my own party theme?

You may choose between two exciting birthday party themes available: Wonder Lab (Chemistry) and Dinomite Delight (Dinosaurs).

Enquiries on KidsSTOP Admission

19. Do adults need to pay to enter KidsSTOP™ if they are attending the party?

The admission fee for adults is included in the package.

20. Can I stay until or past 1.00PM once my AM party is over?

Children can play in the gallery until 1.00PM. Please take note that all guests must exit KidsSTOP™ by 1.00PM as KidsSTOP™ is closed from 1pm – 2pm for sanitization. All party guests are to vacate the room by 12.30PM.

21. Can I stay until or past 5.00PM once my PM party is over?

Children can play in the gallery until 5.00PM. Please take note that all guests must exit KidsSTOP™ by 5.00PM as KidsSTOP™ is closed for the day. Party guests are to vacate the room by 4.30PM.

Enquiries on Payment and Refunds

22. How do I pay for my booking? What kind of payment does KidsSTOP™ accept?

Payment is done online through our online ticketing platform, GEVME. To pay, please contact us at kidsstop_events@science.edu.sg.

23. When will I need to fully settle the payment?

The payment must be fully settled within a week of receiving the booking confirmation. To purchase additional gift boxes, kindly inform and make payment at least 3 days before the event. Kindly note that only additional child or adult admission tickets can be purchased on the day.

24. What if I have to cancel my party and venue booking? Will I receive a refund of my deposit?

Please contact Kidsstop_events@science.edu.sg for any cancellations. All deposits are non-refundable according to the Terms & Conditions specified in the booking form and GEVME payment portal.

Enquiries on Food and Decorations

25. Will food be provided for the party? Will a birthday cake be provided?

KidsSTOP™ does not provide food catering services nor utensils. Birthday cakes are not included in the party package. You are strongly encouraged to purchase a birthday cake for your child prior to the party.

26. Can I bring in my own food and drinks?

You are welcome to bring food and beverages to the party. However, due to food safety concerns, KidsSTOP™ does not provide reheating or food storage services. Please note that alcohol consumption is strictly not allowed within the KidsSTOP™ premises.

27. Do you have a fridge to store food/cake?

We do not provide food storage services due to food safety concerns.

28. Are there any charges if I cater from an external food caterer?

There are no additional charges for food catered externally.

29. Can I bring my own decorations?

A thematic dessert table and decorations will be provided. Please note that wall decorations are strictly not allowed. In the event of any damage caused by additional decorations, the host will be liable for all repainting and/or repair costs.

30. What time can I start decorating or set up the room?

If you wish to decorate the room, you can do so from 9.45AM for the morning session and 1.45PM for the afternoon session. Please note that adhesives (e.g. glue and tapes) and pins are not allowed for hanging decorations on the wall. Any damage to the party venue will be chargeable. Please attach weights to the string of any helium balloons as our ceiling is high.