

Frequently Asked Questions (FAQs)



General

1. How do I make a party reservation?

To make a party reservation at KidsSTOP™, please email your enquiry to kidsstop_events@science.edu.sg.

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

Bookings are released on 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 availability.

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. Maximum number of children is 25 pax.

7. Can the birthday party be hosted on weekdays?

Please note that birthday parties are only conducted on weekends.

8. What is the itinerary/flow 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 in the Train Station 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 in the Train Station 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 the party be delayed if the guests arrive late?

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

10. When do I need to vacate the venue?

The party venue will be reserved till 12.30PM for parties in the morning session and 4.30PM for the afternoon session. Guests are **strictly** required to vacate the room thereafter.

11. How can I contact 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 ONLY on the following weekdays and timings: 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 Demi Lee. For alternative timings (subject to availability), please contact kidsstop_events@science.edu.sg.

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

You will receive an email confirmation from KidsSTOP™.

14. What can I do if I did 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_events@science.edu.sg as well.
-

Party Items

15. May I know what the Do-It-Yourself (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 birthday sticker sheet
- 2 DIY science activities (of which, one will be done during the party) *

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

17. Can I add or remove items from the science kit?

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).

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. There will be 2 complimentary KidsSTOP™ admission adult tickets for each payable child. All additional adults will be charged standard admission rates, should they choose to enter KidsSTOP™.

20. Can I stay 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 we are closed from 1pm – 2pm for sanitization purposes. All party guests are strictly to vacate the room by 12.30PM.

21. Can I stay 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 we are closed for the day. Party guests are strictly to vacate the room by 4.30PM.

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 booking?

Please contact kidsstop_events@science.edu.sg for any cancellations. Do note that once payment has been made, there will be no refunds given.

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. Does KidsSTOP™ have a fridge for me to store food/cake?

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

28. Are there any additional charges if I order food from an external 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/set up the room?

If you wish to decorate the room, you can do so from 10AM for the morning session and 2PM 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.