



Getting Started

1. How can I make a birthday party booking?

Please make a booking directly on our [ticketing platform](#). Do note that party slots are allocated on a first-come, first-served basis.

2. Can I visit the venue before making 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 contact kidsstop_events@science.edu.sg to arrange for a site visit, and we will get back to you *within three working days* to confirm availability.

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

Please refer to our [ticketing platform](#) to check for date availability.

4. When is the latest I can make a booking?

Bookings are open *three months in advance*. Please book *at least two weeks* before your desired party date to secure your slot.

Party Requirements & Capacity

5. What age group are the parties suitable for?

Our party packages are designed for children aged 4-8 years old due to the nature of our facilitated activities and science kits.

6. What is the minimum and maximum child group size for a party?

A minimum of 15 children is required to book a party. The maximum number is 25 children.

7. What is the maximum overall capacity for the party?

The maximum capacity is 75 people, inclusive of adults.

8. When are the birthday parties hosted?

Birthday parties are hosted on weekends only.

Party Schedule & Activities

9. What is the itinerary/flow of the party?

The itineraries for morning and afternoon party sessions are as follows:

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	<i>Play Time</i> Guests may visit the gallery or have snacks while waiting for the activities to start.
3.15PM – 4.00PM	<i>Facilitated Activity</i> 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	<i>End of party</i> Guests to wrap up the birthday party at the Train Station and vacate the room

10. Can the party be delayed if the guests arrive late?

Party timings are fixed and must start as scheduled. We are unable to delay the start time or extend the party duration to accommodate late arrivals. We recommend informing your guests to arrive 10-15 minutes before the party starts.

11. When am I required to vacate the party venue?

Frequently Asked Questions (FAQ)



The party venue will be reserved until 12.30PM for parties in the morning session and 4.30PM for the afternoon session. Guests are **strictly** required to vacate the room by these times to allow our cleaners to thoroughly sanitise the area.

Party Themes & Science Kits

12. Can I request for my own party theme?

Our themes are strictly not customisable. You may choose between two exciting party themes available: **Wonder Lab (Chemistry)** or **Dinomite Delight (Dinosaurs)**.

13. What are the Do-It-Yourself (DIY) Science Kits are for?

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

14. May I know what items are included the science kit?

Items included in the science kit are:

1x Birthday sticker sheet

1x Surprise gift (subject to change according to availability)

2x DIY science activities (one guided activity during the party and another to explore at home)

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

15. Can items be added or removed from the science kit?

The science kits are pre-packaged with carefully selected items, so we are unable to add or remove individual components. All items are included in the package price to ensure every child receives the same experience.

KidsSTOP™ Admission

16. 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™ adult admission tickets for each paying child. All additional adults will be charged standard admission rates, should they choose to enter KidsSTOP™.

17. Can I stay past 1:00PM once my AM party is over?

Frequently Asked Questions (FAQ)



All party guests must vacate the room by 12.30PM. Guests are **strictly** required to vacate the room to allow our cleaners to thoroughly sanitise the area.

Please take note that all guests must exit KidsSTOP™ by 1.00PM as we are closed from 1pm – 2pm for sanitisation reasons.

18. Can I stay past 5:00PM once my PM party is over?

All party guests must vacate the room by 4.30PM. Guests are **strictly** required to vacate the room to allow our cleaners to thoroughly sanitise the area.

Please take note that all guests must exit KidsSTOP™ by 5.00PM as we are closed for the day.

Payment and Booking Confirmation

19. How do I make payment for my booking?

Payment is made online through our [ticketing platform](#). For the payment link and instructions, please contact us at kidsstop_events@science.edu.sg for assistance.

20. When should I make full payment for my booking?

Full immediate payment must be made to confirm the slot. To purchase additional children's packages (inclusive of science kit and hands-on activity), kindly inform us and make payment *at least 3 days* before the party*. Kindly note that only additional child or adult admission tickets can be purchased on the day.

Additional gift boxes can be purchased on the day, subject to availability. Please ask our staff for assistance.

21. How will I know if my birthday booking is successful?

Upon making payment, you will receive an email confirmation from the ticketing platform. Additionally, you will receive a follow-up email from kidsstop_events@science.edu.sg with your booking details and an e-invitation.

22. What if I must 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 Catering

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

Frequently Asked Questions (FAQ)



While KidsSTOP™ does not provide food catering services or utensils, we do provide party snacks that will be displayed on the dessert table. Party snacks provided may vary based on availability.

Birthday cakes are not included in the party package. You are strongly encouraged to purchase a birthday cake separately, for your child, prior to the party.

24. 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.

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

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

26. Are there any additional charges if I order food from an external caterer?

There are no additional charges for externally catered food.

Decorations and Setup

27. 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.

28. What time can I start decorating/set up the room?

If you wish to decorate the room, you can do so from 10.00AM for the morning session and 2.00PM 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 strings of any helium balloons as our ceiling is high.

Contact and Support

29. Who can I contact for party enquiries?

Kindly email us at kidsstop_events@science.edu.sg, and we will reply to you within *three working days*.

30. What should I do if I have not received a response?

If you did not receive any reply within *three 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).
- If you have checked all the above and still haven't received a response, please resend your email to kidsstop_events@science.edu.sg

For any further enquiries not listed above, please contact us at

E-mail: kidsstop_events@science.edu.sg

Phone: 6425 2500