

Birthday Party FAQ

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 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 via online.

Step 4: Once booking is confirmed with the organizer, kindly make the payment on the Gevme portal link provided by the organizer.

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

Kindly fill in the booking form on the website to state your preferred dates.

3. 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.

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

The minimum number of children is 15.

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

The maximum capacity is 40 pax, inclusive of adults.

6. Can i visit the venue before placing a booking/reservation?

The venue is available from 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 visits at other timings (subject to availability), please contact Kidsstop_events@science.edu.sg.

7. Can I request for my own party theme and games?

Not applicable as KidsSTOP™ has its own theme. Kindly note for games, you may organize your own games but kindly note that it will need to be held within the party room premise.

8. Can I host a party on weekdays?

Please note that birthday parties are only conducted on weekends.

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

For adults, the admission fee is included in the package.

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

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

11. May I know what is inside the gift bag?

Items in the gift bag includes:

- 1 drawstring bag
- 1 lunch box
- 1 Birthday Sticker
- 2 DIY Science Kits



12. Will food be provided for the party?

KidsSTOP™ does not provide food catering services.

13. 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.

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

There are no additional charges for food catered externally.

15. Will a birthday cake be provided during the party?

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

16. Can I bring my own decorations?

A customized birthday banner with your child's name will be provided. Please note that wall decorations are strictly not allowed. In the event of damage due to any decorations apart from the ones provided, the host will be liable for all repainting and/or repair costs.

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

There is no itinerary set for the party but kindly note guests are encouraged to keep to the timing that they booked the room for.

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

If you wish to decorate the room, you can do so from 9.30am for the morning session and 1.45pm for the afternoon session.

Please note that wall decorations are strictly not allowed as it may cause damage to the painted walls. If the walls get damaged, the cost of repainting or repair will be billed to you. For helium balloons, please attach some weight to the string as our ceiling is quite high.

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

Kindly note that the event space booking timing will be strictly adhered to. KidsSTOP™ will not be liable for latecomers or no-shows.

20. When do my guests need to exit the party room?

The party venue will be reserved till 12.30pm for parties in the morning session and 4.30pm for the afternoon session respectively. Guests will be required to leave the room thereafter.

21. Can I stay till 2pm for AM party slot?

Please take note that all guests are to exit KidsSTOP™ at 1pm as KidsSTOP™ are closed from 1pm – 2pm for sanitisation purposes.

All party guests are to vacate the room by 12.30pm as KidsSTOP™ will begin the set up for the next party.

22. Can I stay till 5pm for PM party slot?

Children can continue the free play session till 5pm but all party guests are to vacate after 4.30pm.

23. How do I pay for the venue that I have booked? What kind of payment does KidsSTOP™ accepts?

For payment mode via [GEVME](#), please also contact us at kidsstop_events@science.edu.sg

24. When will I need to settle the payment in full?

The payment must be settled in full immediately on the day you booked the dates. Our staff will send you the link to the Gevme website.

25. Can I store the cake at KidsSTOP™ on the event?

Our refrigerator dimension is 30cm x 40cm x 40cm.

26. May I know what are the DIY Kit for?

The DIY Kit are specially curated science experiments catered to children 4-8yrs old that can be done at any point in time, even at home, with instructional sheets provided. For Wonder Lab, there are Glow-in-the-dark slime and Lava Lamp experiments. Kindly refer to the instructional sheets in the kit on how to conduct the experiments.

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

Please write in to us at Kidsstop_events@science.edu.sg and we will reply to you within 3 working days (Monday - Friday).

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

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

- Ensure that our email address is correct (there is double 's' for kidsstop).
- Please check the junk/ spam inbox (emails may land at the wrong inbox).
- Please check the outbox (email might not have reach us).
- Please send in again but to cc Kidsstop_prog@science.edu.sg in the loop.

29. What if I have to cancel my party? Will I get a refund of the deposit?

Please contact Kidsstop_events@science.edu.sg in the event of cancellations. Please note that any deposit made will not be refundable, according to the Terms & Conditions specified in the booking form.

30. How can I cancel my venue booking after it has been approved?

Please contact us at kidsstop_events@science.edu.sg. Kindly note that any deposit made will not be refundable, according to the Terms & Conditions specified in the booking form.

31. How do I know if I have successfully placed my bookings for the venue?

You will receive an email notification from KidsSTOP™.

32. How far ahead in the year can I book the venue?

The bookings are released one month in advance.