

**SCIENCE CENTRE SINGAPORE  
SAFE MANAGEMENT MEASURES  
Effective from 16 May 2021**

**Frequently Asked Questions**

**1. What are the new Safe Management Measures in place at Science Centre Singapore's Group of Attractions?**

In line with the latest Covid-19 safety measures, Science Centre Singapore's Group of Attractions will only accept [online bookings](#) and admission of a **maximum of two pax (any age – adult or child) per group**.

Guests who have purchased more than two admission tickets for a visit on and after 16 May 2021, may visit this [site](#) to request for a new visit date. Meanwhile, all **unredeemed tickets purchased before 16 May 2021 will be valid for up to three months** from the date of intended visit. All science shows will be cancelled from 16 May to 13 June 2021. Affected ticket holders will receive an email with more details. **Kindly note that tickets sold are non-refundable.**

- **All Science Shows will be cancelled from 16 May to 13 June 2021.** Affected ticket holders will receive an email with more details.
- **The Escape Room** at the *Future Makers* Exhibition will remain closed until further update. Full details on our closed exhibits can be found [here](#).
- **The Science Centre Observatory will be closed on 21 and 28 May 2021.** All Observatory sessions and workshops in May including *The Friendship of Sun, Earth and Moon* workshop as well as *Stargazing @ Science Centre Observatory & Digital Planetarium Show @ Omni-Theatre* have been cancelled. Affected ticket holders will receive an email with more details.
- **Our F&B outlets will only be accepting takeaway orders;** no dine-ins are allowed. In line with safety regulations, water coolers will not be available. Guests are encouraged to bring along their own water bottle.
- **Some public programmes and workshops scheduled between 16 May and 13 June 2021 will be postponed to a later date.** Our Project Officers will get in touch with guests who have purchased tickets to public programmes by 21 May 2021. Alternatively, they may write in to [feedback@science.edu.sg](mailto:feedback@science.edu.sg) with regards to the changes.

Find out more about operating hours, facilities, and mandatory safety measures [here](#). Information on membership benefits can be found [here](#).

**2. Can I still purchase admission tickets to Science Centre Singapore's Group of Attractions?**

Yes, in line with the latest Covid-19 safety measures, Science Centre Singapore's Group of attractions will only accept [online bookings](#) and admission of a **maximum of two pax (any age – adult or child) per group**.

Tickets are available for purchase in groups of **two pax (any age – adult or child) per group**, two weeks in advance.

Kindly note that our **ULTIMATE Pass** will be available for purchase till 17 June 2021. For purchase of tickets using the **SingapoRedisCOVERS Vouchers (SRV)**, visit [here](#).

Find out more about operating hours, facilities, and mandatory safety measures [here](#). Information on membership benefits can be found [here](#).

### **3. Can I use the SingapoRedisCOVERS Vouchers to purchase admission tickets to Science Centre Singapore's Group of Attractions?**

Yes, purchase of tickets using the SingapoRedisCOVERS Vouchers (SRV) can be made [here](#).

### **4. I've a family of four. May I buy two pairs of tickets for the same session?**

No, you are advised not to do so in line with government guidelines. While Science Centre Singapore is a pro-family organisation, under these circumstances, we strongly encourage you to visit as a family on a later date.

In line with the latest Covid-19 safety measures, Science Centre Singapore's Group of Attractions will only accept [online bookings](#) and admission of a **maximum of two pax (any age – adult or child) per group**.

Find out more about operating hours, facilities, and mandatory safety measures [here](#). Information on membership benefits can be found [here](#).

### **5. I'm a Science Centre member. How do I book tickets to the Centre?**

All Science Centre and KidsSTOP™ members will need to book tickets on our [online ticketing platform](#) before visiting the Centre's Group of Attractions. Please key in your promo code to enjoy the complimentary or discounted tickets.

Members may write in to [members@science.edu.sg](mailto:members@science.edu.sg) should they require assistance. Please include the main cardholder's name and phone number in your email.

Find out more about operating hours, facilities, and mandatory safety measures [here](#). Information on membership benefits can be found [here](#).

### **6. What should I do upon arrival?**

We remain committed to prioritising the safety and well-being of all guests, staff and volunteers on our campus.

#### **Guest Safety Protocol**

##### ***Upon Arrival***

All guests should have their e-tickets or redemption vouchers ready for contactless scanning at the entrance and must check in with the TraceTogether App or token. The Bluetooth function on their mobile devices should be switched on.

##### ***During The Visit***

Throughout the course of the visit, guests must maintain a safe distance of at least one-metre between their group and staff as well as others near them.

Guests are strongly encouraged to maintain high standards of personal hygiene during their visit such as frequent washing and sanitising of hands while moving from one point to another.

If unwell, guests should seek immediate assistance from staff.

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