

## SingapoRediscovered Voucher (SRV) Redemption Frequently Asked Questions

### 1. Who is eligible for the \$100 SingapoRediscovered Vouchers (SRV)?

Ans: All Singapore Citizens aged 18 and above in 2020 are eligible for \$100 SingapoRediscovered Vouchers in denominations of \$10 (e.g. 10 x \$10). Each Singapore Citizen with familial ties to those below 18 years old (i.e. parents, grandparents, other relatives and legal guardians) is also eligible to purchase up to six child/youth tickets with a subsidy of \$10 for each child/youth ticket for attractions and tours.

### 2. Are there any special bundled deals from Science Centre's Group of Attractions that can I buy using the SRV?

Ans: Yes, you can choose from the different bundle deals available for purchase [here](#).

### 3. I only want to visit Science Centre Singapore and not the other attractions. Which ticket should I buy?

Ans: Guests have the option of purchasing ala-carte Science Centre Singapore tickets on <https://www.gevme.com/scsonlinetickets>. Tickets purchased on this platform are not eligible for SRV redemption.

### 4. How do I check Omni-Theatre's showtimes?

Ans: Please visit <https://www.science.edu.sg/visit-us/omni-theatre/showtimes> to check on Omni-Theatre's showtimes.

### 5. How can I enjoy the youth and child subsidies?

Ans: You may be eligible for the \$10 child/youth subsidy when you use your SRV. Every Singapore Citizen aged 18 and above in 2020 is entitled to purchase up to six subsidised child/youth tickets, if they have at least one family member who is under 18.

### 6. How do I redeem my SRV vouchers?

Ans: To redeem your SRV, kindly follow the steps on this page: <https://www.science.edu.sg/visit-us/promotions/singapore-rediscovered-voucher>

### 7. Is this a fixed-date ticket?

Ans: Yes, please select your preferred package and check package details before purchasing.

### 8. Can I extend the validity of the ticket?

Ans: No changes can be made once tickets have been purchased.

### 9. Can I cancel this booking?

Ans: No cancellations, refunds or changes can be made after tickets have been purchased.

### 10. Can I combine the value or stack the vouchers to make a purchase?

Ans: The SRV cannot be stacked or combined with the SRVs of another individual to buy the same product. As the purchases are made by each adult Singapore citizen using their personal SINGPASS account, combining vouchers across several individuals for a purchase is not allowed.

**11. Why do I need to book a time slot prior to my visit?**

Ans: To ensure a safe and enjoyable experience, all tickets purchased through online travel agents (OTA) will be required to book a date and time slot prior to their visit at our reservation portal: <https://www.gevme.com/scs-reservation-portal>. If you had purchased the Snow City bundled package, do book a separate date and time slot to Snow City at <https://snowcity.rezio.shop/#products>.

**12. I did not receive a confirmation email after booking from KLOOK?**

Ans: You will receive confirmation of your booking instantly via email. In the event that you do not receive an email from Klook, please check your spam folder or notify KLOOK via email.