

ULTIMATE PASS

Frequently Asked Questions

Questions	Answers
1) What is an Ultimate Pass?	<p>The Ultimate Pass is an all-in-one ticket that allows access to FOUR attractions:</p> <ul style="list-style-type: none"> i. Science Centre Singapore ii. Omni-Theatre iii. Butterflies Up-Close iv. Laser Maze Challenge (1 Game) <p>Guests will also receive a \$5 Curiosity Shop voucher as part of the Ultimate Pass package.</p>
2) Where can I purchase the Ultimate Pass?	<p>Tickets can be purchased via:</p> <ul style="list-style-type: none"> • Science Centre Singapore official website: www.science.edu.sg <p>OR</p> <ul style="list-style-type: none"> • Redeemed using your SingapoRediscovered Voucher via KLOOK platform: www.klook.com/en-SG/activity/1347-science-centre-singapore-omni-theatre-movie-singapore/
3) Is the Ultimate Pass valid for the whole day?	<p>Guests can only utilise the tickets within their chosen 3-hour (AM or PM) session:</p> <p>AM: 10AM-1PM; or PM: 2PM-5PM</p> <p>Guests are advised to arrive at least 15 minutes before each the start of each session for temperature checks and Safe Entry checks.</p>
4) How much does the Ultimate Pass cost?	<p>The Ultimate Pass is available</p> <p>Standard:</p> <ul style="list-style-type: none"> • \$29.90/pax <p>SG/PR:</p> <ul style="list-style-type: none"> • \$19.90/pax (Off-Peak) • \$24.90/pax (Peak) <p>Off-peak refer to weekdays during school term (excluding public and school holidays), while Peak refers to weekends, public and school holidays.</p>
5) Do I need to reserve any timeslot prior to my visit date?	<p>Guests are <u>NOT</u> required to do any reservation before their visit. However, guests are required to reserve Omni-Theatre timeslot to secure your preferred timeslot. To</p>

	<p>maximise your visit experience, Ultimate Pass holders for morning session may book Omni-Theatre afternoon timeslot and vice versa.</p> <p>*Seats are limited and is based on first-come-first-serve basis.</p>
6) What if I arrive late for my selected session?	<p>Guests are encouraged to arrive early to enjoy the most out of their Ultimate Pass. Latecomers are advised to proceed to the Visitor Services Centre or reschedule to another date/session. For further enquiries, kindly email: feedback@science.edu.sg.</p>
7) What if I did not finish utilising the Ultimate Pass within the session?	<p>Admission is only available for the session purchased due to capacity restrictions imposed by the authorities. For further enquiries, kindly email: feedback@science.edu.sg.</p>
8) I am short of two passes, but the tickets are sold out on the website.	<p>Individual attraction tickets are still be available for purchase. Kindly refer to www.science.edu.sg for ticket availability information.</p>
9) I purchased a mix of AM and PM session tickets. Can I be admitted for both sessions?	<p>Guests will only be admitted based on the specific sessions booked.</p>
10) I have bought non-peak tickets but I only intend to visit over the weekend / public holiday. Is this possible?	<p>Guests will only be admitted based on the specific sessions booked. For further enquiries, kindly email: feedback@science.edu.sg.</p>
11) When will the Ultimate Pass be available for purchase?	<p>Tickets will be available for purchase until 16 May 2021, in accordance with our operating hours.</p>
12) I have bought the tickets but my child is unwell. Can I change the date of visit?	<p>Guests may drop us an email at feedback@science.edu.sg with supporting ticket purchase documents. Kindly propose an alternative date for your visit. Slots are based on availability only.</p>
13) Can we utilise the SingapoRediscover vouchers (SRV) for the Ultimate Pass?	<p>Yes, guests may purchase the ULTIMATE Pass using the SingapoRediscover Vouchers (SRV) via KLOOK: www.klook.com/en-SG/activity/1347-science-centre-singapore-omni-theatre-movie-singapore/</p>
14) Can I upgrade the Ultimate Pass that I have already purchased to a Membership instead?	<p>The Ultimate Pass is not available for upgrade to our membership programme. We recommend signing up for a Family Membership on your next visit.</p>
15) What are the timings for Omni-Theatre shows? What is the duration of the shows?	<p>AM SESSION: 10AM, 11AM, 12PM PM SESSION: 2PM, 3PM, 4PM</p>

	The Omni-Theatre show is approximately 45mins long.
16) Is re-entry allowed for all the four attractions using the Ultimate Pass?	There is strictly one-time admission for Butterflies-Up Close, Omni Theatre and Laser Maze Challenge. Should you require a re-entry to the Science Centre, kindly collect a coloured sticker from our staff at the entrance.
17) I'm a Singaporean / PR. What do I need to show for verification upon admission?	Please prepare your SG/PR NRIC for on-site verification together with your purchased tickets. Tickets can be shown via mobile/printed copy. Should you forget to bring your NRIC, please provide other photo-ID identifications such as driving license / passport / soft-copy ID.
18) What is the age requirement for a child ticket?	Child ticket rate applies to children aged between 3 -12 years old.
19) I bought the wrong ticket. Can I refund & buy the correct ticket on-site?	Kindly note that third party tickets are non-refundable. Please check with the vendor you bought from. Depending on availability, we also offer ala-carte tickets.
20) I have purchased the tickets, but I have not received any email with the e-tickets. How can I retrieve my e-tickets?	Tickets will be sent to your email within 1 – 2 minutes after purchase. In the event that you do not receive an email, please check your spam / junk folder or notify us via email at feedback@science.edu.sg .