

## Frequently Asked Questions

For any other queries, kindly reach out to [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com)

### 1. Booking Process

#### **What is the maximum capacity of the venues?**

Including the bride and groom, the maximum capacity of Floral Arch will be 20 pax while Jewel Suite will be 25 pax. Do note that the total headcount excludes external vendors i.e solemniser, photographer and videographer, if any. Request for additional headcounts will be reviewed on case-by-case basis.

#### **What are the available booking time slots?**

Booking time slots are available in 2-hour, 4-hour and 6-hour blocks between 10am to 6pm. For proposal booking, 1-hour booking time slots are available between 10am – 6pm. Request of booking timeslots beyond 6pm will be reviewed on case-by-case basis.

#### **What is the earliest booking time slot?**

To align with the mall attractions operating hours, all wedding bookings will start from 10am.

#### **Does the booking time include the wedding décor setup and teardown?**

We will cordon off the venue 30 mins prior to the booking time for the purpose of fixture and décor setup. The teardown will also be scheduled after the booking time ends.

#### **How do I arrange for an onsite recce of the venues?**

Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) minimally 3 working days prior to arrange for an onsite recce of the venues.

### 2. Payment Process

#### **What is the payment schedule to secure the booking?**

We will require the upfront payment of security deposit of chosen venue and 50% of venue hire fee to secure the booking. The remaining 50% payment will be required two weeks prior to event date. The security deposit will be refunded to you fully after the event via bank transfer.

#### **What are the payment modes available?**

Payment can be made through bank transfer or credit card.

#### **Are there any preferential rates available? i.e Staff Discount**

Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) for more details.

## What is the cancellation policy?

<b><u>Time of Receipt of the Notice of Cancellation</u></b>	<b><u>Cancellation Fees Due</u></b>
More than 45 days	S\$0
Between 45 days to 15 days prior to the start of the Booking date	50% of Booking Fees
Less than 14 days prior to the start of the Booking date	100% of Booking Fees

## 3. Décor and Fixture Setup

### **Does the booking rate include furniture setup?**

No, the booking rates are solely for the hiring of our spaces and excludes any furniture setup costs. Any cost arising from the furniture setup or décor will be paid directly to the chosen vendors.

### **Can we engage our own vendor for décor and furniture setup?**

No, it is a requirement to engage our appointed panel of vendors for any required furniture setup or décor. Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) to find out more on the packages offered by these vendors.

### **What is the cost for décor and furniture setup?**

Packages start from \$688 (excluding GST) depending on design and extensiveness of furniture setup and décor.

### **Can we bring our own décor and furniture?**

Bringing of own furniture is strictly not permitted. Likewise for moving or shifting any furniture with Jewel Suite. Request for additional décor at your own cost i.e Table floral arrangement will be reviewed on case-by-case basis.

### **Is Audio and Visual (AV) system provided as part of the booking?**

Yes, AV system will be provided at both venues. A pair of Bluetooth speakers with stand and two wireless microphones will be provided for both venues upon request. At Jewel Suite, TV projection is available through HDMI connection to your laptop device. Kindly note that music will not be provided for the event.

## 4. Food & Beverage (F&B) Service

### **Is F&B permitted at the venues?**

For all Jewel Suite bookings, light refreshments i.e snacks and hot/cold non-alcoholic beverage are provided. Request for supply of food from external vendors that are not Jewel's F&B partners will be reviewed on case-by-case basis.

**Can we serve alcohol at the venues during the event?**

Yes, you may only for Jewel Suite as we hold an existing Class 1A Liquor License. You may choose to purchase from us our selection of wines with prices starting from \$45 (excludes GST) or bring your own bottles with a chargeable \$30 corkage fee per bottle.

**Are there any F&B packages available for consumption during the event?**

We have an existing collaboration with some F&B partners that offers exclusive packages for our wedding couples. Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) to find out more on the packages offered by these partners.

**Is there a list of restaurants within Jewel offering packages for post-ceremony lunch or dinner?**

We have an existing collaboration with some F&B partners that offers exclusive packages for our wedding couples. These preferential rates are only extended for confirmed bookings. Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) to find out more on the packages offered by these tenants.

**5. Other Additional Service**

**Is there any retail discount available for purchase of wedding items i.e wedding rings, grooms men outfit?**

We have an existing collaboration with some retail partners that offers exclusive packages for our wedding couples. These preferential rates are only extended for confirmed bookings. Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) to find out more on the packages offered by these tenants.

**Is there any preferential rate available for hotel stays?**

We have an existing collaboration with YotelAir and Crowne Plaza that extends preferential rates of day and night stays for confirmed bookings. Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) to find out more on the packages offered.