

# ULTIMATE BIRTHDAY BASH

## FREQUENTLY ASKED QUESTIONS

### 1.Booking Process

- **What is the maximum capacity of the venue?**
  - Including the birthday child and family, the maximum capacity of the venue will be 20 pax (minimum 10 children). Do note that the total headcount excludes external vendors i.e. photographer and videographer, if any, where they will be provided with Canopy Park admission only.
- **What are the available booking time slots?**
  - Booking time slots are available in 1-hour blocks between 11am - 6pm. Guests will be able to enjoy the attractions at Canopy Park anytime within or outside of the booking time, on the booking date.
- **Does the booking time include the 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 venue?**
  - Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) minimally 3 working days prior to arrange for an onsite recce of the venue. Alternatively, you may view a 360 Virtual Tour of the venue [here](#).



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### 2. Payment Process

- **What is the payment schedule to secure the booking?**
  - We will require the upfront payment of security deposit of \$500 and 50% of package rates to secure the booking. The remaining 50% payment will be required two weeks prior to the 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/ PAJ Members**
  - Kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com) for more details.
  
- **What is the cancellation policy?**

Time of receipt of the notice of cancellation	Cancellation Fees Due
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



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### 3. Package Inclusions, Décor and Fixture Setup

- **What is included in the package?**

- Bundle Deal 2 Tickets for all attendees (external vendors will be provided with Canopy Park admission only)
- 1 hour usage of Party Venue
- Party Setup by PartyMojo Singapore (Balloon Arch with alphabetical/numerical centerpiece)
- 30 mins of Party Entertainment
  - For Delightful Birthday Bash: Choice of Face Painting/ Glitter Painting/ Balloon Sculpting
  - For Magical Birthday Bash: Magic Show
- 15 mins of Games with party host and prizes
- Goodie Bags for all children attendees
- Premium Goodie Bag and 1 x Jewel-rassic Quest Play for Birthday celebrant

- **Can we engage our own vendor for décor and fixture setup?**

- No, it is a requirement to engage our appointed vendor for any required fixture or décor setup. Kindly contact us to find out more on the décor and fixture inclusions. Bringing of own furniture is strictly not permitted as well.



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### 4. Food & Beverage

- **Is F&B permitted at the venue?**

- Catering is not allowed at the venue. However, you may bring in a birthday cake (no candles allowed) that can be enjoyed during the booking time.

For more information, kindly contact [contact.us@jewelchangiairport.com](mailto:contact.us@jewelchangiairport.com).

