

Weddings at Jewel Changi Airport

Frequently Asked Questions

1. Booking Process

What is the maximum capacity of the venues?

The maximum capacity for the Floral Arch is 20 guests, including the bride and groom. For Jewel Suite, the maximum capacity is 25 guests. Please note that the total headcount excludes external vendors, such as the solemniser, photographer, and videographer, if applicable. Any requests for additional guests will be considered on a 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 10.30am to 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 operating hours of Canopy Park located at Level 5, all wedding bookings will begin at 10:30am. Please note that the operating hours for the Jewel Rain Vortex are as follows: Monday to Thursday, from 11:00am to 10:00pm, and Friday to Sunday, including public holidays, from 10:00am to 10:00pm.

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

The venue will be cordoned off 30 minutes prior to the booking time for the fixture and décor setup. Teardown will be scheduled after the booking time ends.

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

Kindly contact venuehire@jewelchangiairport.com at least 3 working days in advance 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 30 days 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 only.

What is the cancellation policy?

<u>Time of Receipt of the Notice of Cancellation</u>	<u>Cancellation Fees Due</u>
More than 30 days from Booking Date	50% of Booking Fees
Within 30 days from Booking Date	100% of Booking Fees

3. Décor and Fixture Setup

Does the booking rate include furniture setup?

No, the booking rates cover only the rental of our venues and do not include furniture or decoration setup. Any costs associated with furniture setup or décor will be borne by the client and paid directly to the appointed vendors.

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

We kindly require all clients to engage our appointed vendors for any furniture setup or decoration services. This ensures consistency with venue guidelines and maintains the quality of service provided.

What is the cost for décor and furniture setup?

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

Can we bring our own décor and furniture?

Bringing in external furniture is strictly not permitted, and existing furniture within the Jewel Suite may not be moved or repositioned. Request for additional decorations at your own cost i.e table, personalised favours or 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 and 2 wireless microphones will be provided at Floral Arch only. At Jewel Suite, TV projection is available through HDMI connection to your phone or 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?

Food and beverages are allowed in Jewel Suite, and catering will be provided by our appointed caterer. Light refreshments including coffee, tea, soft drinks, and snacks are provided. Please note that food and beverages are strictly not permitted at Floral Arch.

Can we serve alcohol at the venues during the event?

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

5. Other Additional Service

Is there any retail discount available for purchase of wedding items i.e wedding rings?

We have an existing collaboration with Chow Tai Fook and SK Jewellery who offers exclusive packages for our wedding couples. These preferential rates are only extended for confirmed bookings.

Is there any discount for Airport Community?

We are happy to extend a discount to our Airport Community members. Do note this discount is only extended to the booking if either the Groom or Bride is part of the Airport Community. Kindly contact venuehire@jewelchangiairport.com for more information on discounts available for wedding venues rates.