

## **FAQs for CSC @ Changi I: Bookings/Check-in**

### **What is the Check-In/Check-Out time?**

Check-In time is between 3pm to 6pm.

You can proceed to the Front Office (at Block B) for check-in from 6pm to 10pm

Check-Out time is strictly before 12pm.

### **Can we have an early check-in/ late check out?**

All requests are subject to availability. You may contact our Reception Office at 67094706 or email us at [rooms@csc.sg](mailto:rooms@csc.sg) for assistance.

### **Can a member of the public book the chalet?**

Yes, our chalets are open to public. Booking is open up to 60 days. You may register an account and book online from our website. <https://gateway.csc.sg/webclub/roomscsc/clubreg.tbred?webpage=publicoffrreg>

The registration is valid only after the first booking is done and payment is made.

### **How do I book a chalet online?**

You may go to our website to register an account and book online. The link below will show you the steps on how to book our chalets.

<https://www.cscchangi.sg/images/pdf/howtobook.pdf>

### **How do I check the room rates and room availabilities?**

Please click [here](#) for the rates

Please click [here](#) to check on room availability based on the Rate Type.

### **What is the minimum number of nights I have to book?**

Minimum 1 night

### **What is the minimum age for check in?**

Minimum age is 18 years old

### **Can I authorise my proxy to Check-in / Check-out on my behalf?**

Yes, you may authorize someone to check-in on your behalf. The authorization letter can be found [here](#).

However, he/she must be at least 18 years old and will have to produce the below documents for us to process the check-in:

- 1) Authorization Letter
- 2) NRIC of the person who is checking-in for **verification purposes only**
- 3) Photocopied membership card / Staff Pass / Civil Servant Card

### **Can we cancel our booking?**

There will be no refund for cancellation of confirmed bookings. You may only amend your booking if it is due to compassionate or medical reasons. Please note that all requests are subject to management approval.

### **Will we have to pay a Security Deposit?**

Yes. Security deposit is \$100 for Suites and \$200 for Villas. We accept cash or credit card (except AMEX) as security deposit.

## **FAQs: Rooftop BBQ pits (Operated using charcoal)**

### **Can we book a Rooftop BBQ pit without booking a chalet?**

No. The Rooftop BBQ pits are exclusively for chalet guests only.

### **How can we go about booking a Rooftop BBQ pit?**

You can email to [rooms@csc.sg](mailto:rooms@csc.sg) with your room reservation number, name and contact number. Booking is on a first-come-first-served basis. Please reserve in advance to avoid disappointment. Please be informed that all BBQ activities will have to end at 10pm

### **How many BBQ pits can we book per night?**

One pit per room reservation.

### **What is the size of wire mesh required?**

58cm x 58cm

### **What is cost of the Rooftop BBQ pit?**

#### *Members*

\$18 per night for off-peak periods

\$28 per night for peak and super peak periods

#### *Non-Members*

\$30 per night for off-peak periods

\$50 per night for peak and super peak periods

### **FAQs: Catering**

#### **Is there a surcharge for catering?**

There is a surcharge of \$150 for external caterers. Please [Click here](#) for the approved list of caterers.

There is no surcharge for BBQ food.

#### **Can catering set-up be done at the rooftop BBQ pit?**

Yes but the setup must be done within the area of the allocated pit and must not obstruct the walkway or inconvenience users of the other pits. The Club will not be able to provide alternative locations in the event of rain.

### **FAQs: Pavilion BBQ Pits**

#### **How can I book the Pavilion BBQ Pits?**

##### Members

- Online at <https://gateway.csc.sg/webclub/facilities/> or make a reservation at our Front Office (at Block B)

##### Non-Members

- In person at our Front Office (at Block B) or email to [changi@csc.sg](mailto:changi@csc.sg) with:
  - Name
  - Contact number
  - Date and Time of BBQ

#### **How do non-members make the payment?**

Payment can only be made at Changi Clubhouse within 7 days upon email confirmation.

#### **How many pits can a person book?**

Maximum of 1 pit. If more pits are available on the day itself, you can book an additional pit at the Front Office.

#### **What are the rates and operating hours?**

[Click here](#) for details

### **FAQs: Rooms**

**What is the difference between the Superior Suite and Deluxe Suite?**

Superior Suite – Single bedroom with 2 Super-Single beds.

Deluxe Suite – Single bedroom with 1 King-size bed.

**What is the difference between the Superior Villa and Deluxe Villa?**

Superior Villa – Non-Seaview

Deluxe Villa – Seaview

**Are pets allowed in the chalet?**

No.

**Is it possible to get another access card?**

Yes, we are able to provide additional access cards. However, a refundable cash deposit of \$20 by per access card is payable.

**Can we request for extra towels?**

Yes, maximum two per room per period of stay.

**Can we request for an extra mattress?**

No extra mattress is provided.

**Is baby cot available?**

Yes, subject to availability. Please request in advance to avoid disappointment.

**What is the size of the baby cot?**

124cm x 66cm x 79cm

**Is there free WIFI available?**

Yes, free WIFI is available. No password required.

User name: changicscguest

**Are there cutleries provided in the room?**

Yes, Cutleries such as plates, forks, spoons and chopsticks are provided in the room according to the number of bedrooms. No additional provision available.

**Are tables and stools available for renting?**

Yes, subject to availability.

Stools can be rented at \$1 per stool.

Chairs can be rented at \$2 per chair.

Tables can be rented at \$7 per table.

**How big is the table?**

It is a GS table. The size of the GS table is 183cm x 61cm x 76cm

**FAQs:BBQ Pit for Villa (Gas Operated)****How can we book a BBQ pit for Villa?**

A portable Gas BBQ pit is located outside each Villa.

You may drop us an email at [rooms@csc.sg](mailto:rooms@csc.sg) to indicate that you would like to have the Gas BBQ pit.

Housekeeper will provide gas tank and instructions to operate once payment is made.

**What is cost of the Villa BBQ pit?**

### *Members*

\$18 per night for off-peak periods

\$28 per night for peak and super peak periods

### *Non-Members*

\$30 per night for off-peak periods

\$50 per night for peak and super peak periods

### **Do I need to have wiremesh?**

Yes. The size of the BBQ pit is 50cm by 18cm.

### **FAQs: Swimming Pool**

#### **Is the swimming pool open to public?**

No, access to the swimming pool is exclusively for our members and chalet guests only.

Entry fee is applicable for chalet guests.

Mon to Fri - \$1 per entry per guest

Sat, Sun & Public Holiday - \$2 per entry per guest

#### **I am a chalet guest, how many of us can go to the swimming pool?**

Each access card can bring in up to 4 guests to the swimming pool. Entry fee per guest is applicable.

#### **I am a member, can I bring my guests to the Swimming pool?**

Yes, except for Social Members, all members can bring up to 4 guests to the swimming pool. Entry fee per guest is applicable.

Mon to Fri - \$1 per entry per guest

Sat, Sun & Public Holiday - \$2 per entry per guest

#### **I am a social member, can I use the swimming pool?**

Yes, however there will be an entry fee of \$5.

#### **Are there towels provided at the swimming pool?**

Towels can be rented at \$1 per towel for the first three towels and \$3 per subsequent towel.

#### **What is the operating hours for the Swimming pool?**

0800HR to 2100HR.

Last entry will be at 2030HR.

### **FAQs: Priority Code**

#### **Who is entitled to use the Priority Code?**

The priority code is entitled to Civil Servants, Statutory Board, Public Health Org & MINDEF (Staff only) who are not Civil Service Club Members.

#### **Can I use the Priority code if I am a National Servicemen Full-time (NSFs)?**

Please note that National Servicemen Full-time (NSFs) are considered members of public. For members of public, you do not need to key in any priority code and rates will be under Public rates.

#### **Do I need to key in the Priority Code if I am a Civil Service Club Member?**

No, the priority code is only for Public Officers who are not Civil Service Club Members.

#### **How do I key in the Priority Code?**

Members are to login using their ID. You are required to key in your Priority Code at the point of registration on “ENTER PRIORITY CODE”. The special rates apply to chalet units at CSC @ Loyang (former Aloha Loyang) and CSC @ Changi II (former Aloha Changi) only.

**Where do I get the Priority Code?**

The Priority Code can be obtained from the Flex-work Ambassadors.

Below Priority Code is effective from 29 Sep 2020 to 28 Sep 2021.

Civil Service	CS5696
Statutory Board	SB1179
Public Health Organisations & Mainstream Universities	PU4133
MINDEF (staff only)	MS6577