

Civil Service Club @ Changi

Frequently Asked Questions



FAQs: Booking / Check-In

1. What is the Check-In / Check-Out time?

Check-In time is 3pm – 6pm.

Check-Out time will be made known upon check-in, between 11.35am – 12.15pm.

2. Can we request early Check-In / late Check-Out?

All requests are subject to availability. You may contact Reception Office at 6709 4706 or 9646 7716 (Duty Phone) or email us at rooms@csc.sg for assistance.

3. Can a member of the Public book the chalet?

Yes, our chalets are open to Public. Advance booking is open up to 60 days. [Click here](#) to register an account and book online from our website. The registration is valid only after the first booking is done and payment is made.

4. How do I check the room rates and room availability?

[Click here](#) to view the room rates and room availability. Kindly ensure the right field is selected.

5. What is the minimum and maximum number of nights I can book in 1 transaction?

The minimum night of stay is 1 night. Maximum night of stay is 5 nights.

6. What is the minimum age for Check-In and Check-Out?

The minimum age is 18 years old.

7. Can we authorise a family member / friend to Check-In and Check-Out on our behalf?

You can authorise your proxy to Check-In on your behalf if you are a member of Civil Service Club.

[Click here](#) to obtain our authorisation form (to be submitted on the day of Check-In). Do note that your proxy will have to produce their NRIC for verification upon Check-In. Safe management measures apply.

8. What does the authorised person need to bring for Check-In?

On behalf of CSC Member / Public Officer / Public:

- NRIC of Authorised Guest
- Valid Public Service Card / Staff Pass
- Authorisation Form

However, should the **main applicant be a Public Officer, he/she must:**

- a) Be present at the counter with Staff Pass / Public Service Card before 8pm to complete the Check-In verification process **OR**
- b) Send the Authorisation Form with Staff Pass / Public Service Card (*please mask the NRIC number if there is any*) via **work email address**.

In the event if all of the above are not met, the room rates will be converted to Public Rates.

9. Can we cancel or amend our confirmed 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. Decision is final and no appeal shall be entertained.

NOTICE PERIOD	AMOUNT
Less than 14 days	No refund available
Less than 30 days	25% of booking value to be refunded
Less than 60 days	50% of booking value to be refunded
More than 60 days	90% of booking value to be refunded

10. How many chalet unit(s) can one person book at any one time?

One person can only book 1 chalet unit at any one time. Do note that subletting or resale of rooms for profiteering is strictly prohibited.

11. Is there a Security Deposit?

Yes, there is a mandatory Security Deposit of \$200 by Cash or Credit Card (No Amex) for each Villa & \$100 for each Family / Single Suite.

12. How are the allowed accommodation arrangements based on Covid-19 restriction?

- From 26th April 2022 onwards, the table below shows the number of people allowed in the respective chalet:

Chalet Type	Day Occupancy	Night Occupancy (After 10.30pm)
Deluxe / Superior Suite	No cap	4 pax
Family Suite / Family Suite Plus		8 pax
Superior / Deluxe / Premier Villa		

FAQs: BBQ Pits (Operated using Charcoal)

1. Can we book a BBQ Pit without booking a chalet?

No.

2. How can we go about booking a BBQ Pit?

Booking of Rooftop BBQ pit (charcoal-operated) can be done together with the booking of the chalet rooms online. Alternatively, you may drop us an email at rooms@csc.sg to indicate that you would like to book the Rooftop BBQ pit during your stay. Payment can be made via PayNow or upon check-in. All BBQ activities are to end by 10.30pm

A portable gas-operated BBQ pit is located within the compound of each Villa. Charcoal is not required. You may drop us an email at rooms@csc.sg to indicate that you would like to use the gas-operated BBQ pit during your stay. Housekeeper will provide gas tank and instructions to operate after payment is made. All BBQ activities are to end by 10.30pm.

3. What is cost of the Villa BBQ gas 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

Note: Cost of BBQ pits not inclusive in the cost of villa. Villa BBQ pit must be booked and payment made separately.

4. Do I need to have wire mesh?

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

FAQs: Catering

1. Can I engage a Buffet Caterer?

Buffet Catering is now allowed by the relevant authorities. Please approach the chalet reception for clarifications of the house rules if necessary.

Chalet Type	House rules
Deluxe / Superior Suite / Family Suite Plus	- Buffet catering not allowed
Family Suite	- Buffet catering allowed but no open flames set up (Only induction heating allowed to be used) - Allowed only on the balcony of the family suite
Superior / Deluxe / Premier Villa	- Open flame buffet catering set up is allowed outside the Villa where the BBQ gas pit is located

FAQs: Rooms

1. Are pets allowed in the chalet?

Pets are not allowed within the chalet compound and clubhouse premises. Penalty of \$250 per pet shall be imposed if pets are brought in illegally. The Dog Friendly Bungalow in CSC @ Loyang is the only exception.

2. Can we request for extra towels?

No. The quantity of the bath towels provided is depending on the number of Night Occupancy of the chalet unit.

3. Can we request for extra mattress?

No, we do not provide extra mattress due to fire safety regulation.

4. Is Baby Cot available?

Yes, subject to availability. Please email in to rooms@csc.sg to request.

5. What is the size of the Baby Cot?

124cm x 66cm x 79cm

6. Is there Wi-Fi available?

Yes. We provide free Wi-Fi, the password will be given on the day of Check-In.

7. Are there cutleries provided in the room?

Yes, basic cutleries such as bowls, plates, forks, spoons, chopsticks are provided in the rooms. You will be given an inventory list upon Check-In. No additional provision available.

8. Is there complimentary chalet parking?

Yes, chalet guests can register the following for complimentary parking:

- Single Suite: 1 car per stay
- Family Suite: 2 cars per stay
- Villa: 3 cars per stay

Additional cars can be registered at \$15 per car.

Complimentary parking will only be activated at 7PM on the day of Check-In (or 4 hours after check in).

FAQs: Wedding / Solemnization

1. Are we allowed to host a Wedding / Solemnisation in the chalet and/its premises?

Yes, wedding and solemnisation are only allowed at the Villas. Guests are encouraged to book the air-conditioned function room(s) to hold the sit-down reception for better comfort. Please contact changi@csc.sg for more details.

FAQs: Swimming Pool

1. Where is the Swimming Pool located?

It is located in CSC @ Changi 1.

2. Is the swimming pool open to Public?

No, access to the Swimming Pool is exclusively for CSC Members and Chalet Guests only.

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

Chalet Type	Based on per night stay
Single Suite	2 passes
Family Suite	4 passes
Villa	6 passes

For purchase of additional passes:

Mon to Fri - \$2 per entry per guest

Sat, Sun & Public Holiday - \$3 per entry per guest

(1 pool pass admits 1 person)

4. I am a CSC Member; can I bring my guest to the Swimming Pool?

Yes, a CSC member can bring up to 4 guests to the Swimming Pool.

Entry fee per guest is applicable.

Mon to Fri - \$2 per entry per guest

Sat, Sun & Public Holiday - \$3 per entry per guest

5. I am a Social Member; can I use the Swimming Pool?

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

6. Are there towels provided at the Swimming Pool?

For CSC Members, towels can be rented at \$1 per towel for the first three towels and \$3 per subsequent towel.

For Non-Members or guest of CSC member, towels can be rented at \$3 per towel.

7. What are the operating hours for the Swimming Pool?

0800hrs to 2100hrs.

Last entry will be at 2030hrs.

FAQs: BBQ Pits (Operated using Charcoal)

1. How can we go about booking the Pavilion BBQ Pits?

Members may book Pavilion BBQ pits online.

Non-members may drop us an email at changji@csc.sg to book the Pavilion BBQ pits.

2. What is the cost of the Pavilion BBQ Pits?

Members

\$30 per block of 4 hours for off-peak periods

\$50 per block of 4 hours for peak periods

Non-Members

\$45 for block of 4 hours for off-peak periods

\$75 for block of 4 hours for peak periods

FAQs: Priority Code

1. 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.

Public Service Card (Civil Servants) / Staff Card are required upon Check-In.

2. Can I use the Priority Code if I am a National Service Full-time (NSFs)?

Please note that National Service 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.

3. 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.

4. How do I key in the Priority Code?

Public Officers are required to log in using their ID and key under “ENTER PRIORITY CODE.” The special rate applies to chalet units at all CSC chalet properties (CSC @ Changi, CSC @ Changi II & CSC Loyang).

5. 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 September 2021 to 28 September 2022**.

Category	Priority Codes
Civil Service	CS1000
Statutory Board	SB2000
Public Health Organisations & Mainstream Universities	PU3000
MINDEF (Regulars and staff only)	MS4000