

## Frequently Asked Questions

<b>Before your visit</b> .....	2
<b>Opening hours and admission</b> .....	2
Q: What is the gallery's operational hours? .....	2
Q: How much is admission to the exhibition for school groups? .....	2
Q: Do you have guided tours for school groups? How much is it? .....	2
<b>Drop-off point</b> .....	2
Q: Is there a drop-off and pick-up location for school groups?.....	2
Q: Where is the nearest carpark for buses? .....	3
<b>Booking a visit</b> .....	4
Q: How do I book a visit? .....	4
Q: If my pre-booking has been confirmed but I would like to amend or cancel my booking now, what should I do?.....	4
<b>Payment</b> .....	4
Q: When do I make payment? .....	4
Q: How do I make payment? .....	5
<b>Other items to note</b> .....	5
Q: What is some gallery etiquette I should take note of? .....	5
Q: What other school programmes do you offer?.....	5
<b>On the day of your visit</b> .....	5
Q: What else should I do when I arrive at SCCC?.....	5
Q: Where can students have their packed food? .....	6
Q: Where can students store their school bags?.....	6
Q: Is there any water cooler at the Centre? .....	6
<b>After your visit</b> .....	6
Q: What can I do after visiting the exhibition? .....	6

## Before your visit

### Opening hours and admission

#### Q: What is the gallery's operational hours?

- The gallery is open daily from 10am – 8pm. Last admission is 45 minutes before closing timings.
- School groups may request to visit the exhibition earlier at 9am. A minimum of 20 students is required for such requests.
- **Pre-bookings are required for all school group visits.** Do check with the SCCC education team to ensure availability of timeslots for your school group.

#### Q: How much is admission to the exhibition for school groups?

- Admission is free for everyone – Singaporeans, Permanent Residents and non-Singaporeans.

#### Q: Do you have guided tours for school groups? How much is it?

- Yes, pre-booked school tours are available from Mondays to Fridays, except for public holidays.
- It is chargeable between \$10 to \$20 per student (before GST) and free for accompanying teachers and parent volunteers.
- Guided tours are catered for Pre-schools, Primary Schools, Secondary Schools, Tertiary Institutions and Special Education Schools.
- Minimum capacity per tour is 20 students and maximum capacity per tour is 40 students.
- The duration of each guided tour ranges between 1 hour to 2 hours.
- Please arrive on time for your visits as tours will be conducted based on schedule and not on arrival.

### Drop-off point

#### Q: Is there a drop-off and pick-up location for school groups?

- Buses should drop-off and pick up groups at the SCCC loading and unloading bay on Union Street.
- Buses are not allowed to wait at the drop-off and pick-up points.



View of the pick-up and drop-off point:



Opposite view:



Q: Where is the nearest carpark for buses?

- Buses may park at the nearest carpark: Prince Edward URA Carpark (30 Prince Edward Rd, Singapore 079214).

## Booking a visit

### Q: How do I book a visit?

#### *For Self-Guided Visits*

- Teacher may guide their students on an independent tour of SCCC's exhibition.
- To avoid congestion in the gallery, please book a slot for your school by downloading and completing the Self-Guided Visit Form, then send it to [education@singaporeccc.org.sg](mailto:education@singaporeccc.org.sg).
- Booking forms must be received **at least 3 weeks** in advance.

#### *For Guided Tours and Guided Tours with Workshops*

- Teachers may opt for a guide to bring your students around the exhibition (Guided Tour) or have a guided tour, followed by a hands-on activity (Guided Tour with workshop).
- Please book a slot for your school, by downloading and completing the Guided Tour Form, then send it to [education@singaporeccc.org.sg](mailto:education@singaporeccc.org.sg).
- Booking forms must be received **at least 5 weeks** in advance.

### Q: If my pre-booking has been confirmed but I would like to amend or cancel my booking now, what should I do?

- Should there be any changes, please inform SCCC education team **at least 2 weeks** prior to the date of the visit.
- If the school is late for **more than 15 minutes** without notification, the scheduled tour will be cancelled. There will be no refunds for cancelled guided tours.
- Contact the Education Team at 6812 7224/ 6812 7209 or Security at 6812 7229 to notify us if you are going to be late.

## Payment

### Q: When do I make payment?

- After the booking has been confirmed by the Education Team, we will issue an invoice for payment within 30 days.
- Guided tours may be conducted for fewer than 20 students. However, please note that the charged price will be based on the minimum of 20 students.
- Payment is based on the stated number of students, and not the actual number of students who arrive on the day of the visit.

### Q: How do I make payment?

You may choose either mode of payment:

- E-invoice. Please indicate your school's Sub BU-Code after we acknowledge and confirm your booking.
- Cheque. Payable to "Singapore Chinese Cultural Centre" with your name and contact number.
- PayNow. Scan the QR code or search our UEN NO 201309577Z at SCCC Level 1 Reception and input your School's Name, Date and Time. The SCCC QR code can also be made available upon request.

### Other items to note

### Q: What is some gallery etiquette I should take note of?

Please ensure that your students are aware of the gallery etiquette:

- Eating and drinking are not allowed on the gallery premises.
- Please do not run or play in the gallery to prevent the possibility of damaging the works.
- Please be considerate and dispose your rubbish in the bins provided.
- Please ensure that the noise level is kept at a minimum by not shouting or talking loudly in the gallery.
- Please be mindful of keeping doorways and hallways accessible to other visitors.
- Please touch the interactive displays with care and do not lean on any showcases.
- Photography is permitted. Please refrain from using flash as strong light can damage sensitive materials.

### Q: What other school programmes do you offer?

- For all other school programmes, stay connected with the Centre's educational programmes by subscribing to our e-newsletter. Join our mailing list [here](#) to receive our emails and spread the word around to fellow educators.

### On the day of your visit

### Q: What else should I do when I arrive at SCCC?

- The pre-booking helps us pre-empt your visit.
- Upon arrival, the lead teacher-in-charge is to approach the Security front desk at the Level 1 Lobby, where you will meet the SCCC education team.
- You will need to sign in to account for your students' presence.
- Please factor in about 5 – 10 minutes of your visit for registration.

Q: Where can students have their packed food?

- While food and drinks are strictly not allowed in the gallery premises, the Level 1 concourse area is open for students to have light food or snacks. Please keep the concourse area neat and tidy. Bins are available at every level of the centre.



Q: Where can students store their school bags?

- Bag lockers are available for students to store their school bags during the period of visit. Please approach the Level 1 Lobby Security staff. Please be advised not to leave valuable items in the lockers.

Q: Is there any water cooler at the Centre?

- Yes. There is 1 water cooler at the Level 1 concourse area.



## After your visit

Q: What can I do after visiting the exhibition?

- You may like to continue the learning when you are back in school. Visit <https://www.singaporeccc.org.sg/> to download our suggested educational resources.