

## Frequently Asked Questions

### Booking Policies

#### >How do I book the Guest Rooms in HomeTeamNS Sembawang?

For HomeTeamNS Ordinary and Associate members, please book your rooms through our [online reservation system](#).

#### **For HomeTeamNS Ordinary / Associate Members:-**

All bookings are on first-come first-serve basis and booking is made either online or in person at HomeTeamNS Clubhouses (Bukit Batok, Balestier and Sembawang). HomeTeamNS may refuse to accept your booking or reservation without giving any reasons.

#### **For SAFRA / PAssion / JOM / Social Members:-**

Bookings have to be made in person at HomeTeamNS Clubhouses (Bukit Batok, Balestier and Sembawang). All members must be above 18 years of age. SAFRA Dependent Members are not eligible to book.

#### >When can I start booking?

Application is open on the 1st of every month for the following three months.

#### >What is the Check In and Check Out timing?

Check-in is from 3pm to 8pm, whereas check-out will be from 9am to 10am.

#### >Can I request for early check-In?

Early check-in will be subjected to approval, case-by-case basis. Kindly call 6708-6670 one day before your check-in date to check if early check-in is allowed.

#### >Can I request a third party to do the check-in on my behalf?

For HomeTeamNS Members, a third party is allowed to check-in on behalf of you. He/She will have to bring a copy of your NRIC and the Authorization Form for the Check-In.

For PAssion and SAFRA Members, third party is not allowed to check-in on behalf of you. You will have to be present for the check-in procedures.

>Do I have to be present for the check-out?

No, anyone can check-out on behalf of you as long as they present the refund deposit form.

>Is there any deposit required for the guest rooms?

Yes, \$50 cash deposit is required upon check in and will be returned to you upon your check-out.

>Can I book the guest rooms on the check-in day?

For walk-ins that require a same day check-in, it is accepted with a minimum of 2 nights booking.

>Is there a maximum number of nights that I can book?

A maximum of 3 nights are allowed to be booked per member. If you require more than 3 nights stay, it will be subjected to approval by the management.

### **BBQ Pits**

>Do room bookings come with pre-allocated BBQ Pits?

The guest rooms do not come with BBQ pits. Rental and payment of BBQ pits will have to be done separately.

>How do I book a BBQ Pit?

Booking and payment of BBQ pits will have to be done over the reception counter. No reservations are allowed.

>How many BBQ pits am I allowed to book?

As we have limited number of pits, 1 guest room is allowed to book 1 BBQ pit.

>Can I book the BBQ pits without booking a guest room?

Booking of BBQ pits without a guest room is only applicable for non-peak period. Non-peak period refers to Monday to Thursday, excluding school holidays, PH and eve of PH.

>Are we allowed to bring our own portable pits?

No, guests are not allowed to bring their own portable pits due to safety concerns.

### **Finding Us**

>How do I reach HomeTeamNS Sembawang?

Nearest MRT station: Sembawang

Bus services along 301 Canberra Road, S(759774):

- Bus 169 via AMK Hub/Yishun & Woodlands MRT
- Bus 856 via Marsiling MRT/Yishun & Woodlands Interchange
- Bus 981 via Sembawang Interchange (Service not available after 9.15am and Sundays).

>How are the charges like for the parking lots?

Our parking lots are complimentary, however it will be of first come first serve basis.