

Ballrooms – Frequently Asked Questions

| General Question | |
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| 1 | <p>Q: What are the rates? A: Drop us an email at venues_kt@hometeamns.sg with your details ,we will be glad to assist you! We will work to respond to your email within 1-3 working days.</p> |
| 2 | <p>Q: What are the operational hours? A: Operating hours for Ballrooms are from 0800 to 0000 hours (inclusive of set up and tear down). All events are to end by 0000 hours.</p> |
| 3 | <p>Q: Can I come for a site visit before confirming my booking? A: Of course! Venue viewings are by appointment only. Just drop us a request via email at venues_kt@hometeamns.sg to arrange an appointment with us!</p> |
| 4 | <p>Q: Is there any restrictions to the type of activities that can be carried out in the facility? A: Yes, facilities shall not be used for any political, religious or dubious purposes. No religious ceremonies, practices and/or activities are to be carried out.</p> |
| Bookings | |
| 5 | <p>Q: I am not ready to book an event but I would like more information. A : You can email to venues_kt@hometeamns.sg to get more information. We are happy to help! We will work to respond to your email within 1-3 working days.</p> |
| 6 | <p>Q: How do I make a booking? A: For all bookings ,kindly email to venues_kt@hometeamns.sg with your details. We will work to respond to your email within 1-3 working days.</p> |
| 7 | <p>Q: How far in advance can I place my booking? A : Advanced booking for Ballrooms can be made up to 1 year prior to date of booking.</p> |
| 8 | <p>Q: What is the minimum lead time required to place a booking? A: Booking request has to be submitted with a minimum of 30 days from the event date. It is recommended to place your booking early to avoid disappointment as slots are subjected to availability.</p> |
| 9 | <p>Q: How do I secure my booking? A: Confirmation is required for us to process this booking. Please note that 50% deposit has to be made upon confirmation of quotation.</p> |
| 10 | <p>Q: What is your cancellation policy? A: Once booking is confirmed, cancellations and/or refunds are not allowed.</p> |
| Food & Beverage | |
| 11 | <p>Q: Do you provide food catering? A: Yes, we have a list of appointed caterers for your consideration. You may email to venues_kt@hometeamns.sg to find out more.</p> |
| 12 | <p>Q: Can I engage my own vendor for catering? A: You are not allowed to engage external catering for Ballrooms. F&B catering is exclusively by our appointed caterers only. You may email to venues_kt@hometeamns.sg to find out more.</p> |