

## Event Spaces – Frequently Asked Questions

General Question	
1	<p><b>Q:</b> What are the rates?  <b>A:</b> Drop us an email at <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a> 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><b>Q:</b> What are the operational hours?  <b>A:</b> Operating hours for Event Spaces are from 0800 to 0000 hours (inclusive of set up and tear down). All events are to end by 0000 hours.</p>
3	<p><b>Q:</b> Can I come for a site visit before confirming my booking?  <b>A:</b> Of course! Venue viewings are by <b>appointment</b> only. Just drop us a request via email at <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a> to arrange an appointment with us!</p>
4	<p><b>Q:</b> Is there any restrictions to the type of activities that can be carried out in the facility?  <b>A:</b> 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><b>Q:</b> I am not ready to book an event but I would like more information.  <b>A:</b> You can email to <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a> 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><b>Q:</b> What is the minimum age to make a booking?  <b>A:</b> The minimum age is 18 years old.</p>
7	<p><b>Q:</b> How do I make a booking?  <b>A:</b>  <b>For Members/Guest (Except for Full day/Combined zones booking)</b>                      1) Book online with our HomeTeamNS Mobile App (QR code  or <a href="#">Click here !</a>)                      2) Self-Help Kiosk (Located at Clubhouses)  <b>For Corporate and Full day/Combined zones booking</b>                      1) Kindly email to <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a>. We will work to respond to your email within 1-3 working days.</p>
8	<p><b>Q:</b> How far in advance can I place my booking?  <b>A:</b> Advanced booking for Event Spaces can be made up to 1 year prior to date of booking.</p>
9	<p><b>Q:</b> What is the minimum lead time required to place a booking?  <b>A:</b> Booking request has to be submitted with a minimum of 14 days from the event date. It is recommended to place your booking early to avoid disappointment as slots are subjected to availability.</p>
10	<p><b>Q:</b> I would like to confirm my booking. Do I need to make the full payment now?  <b>A:</b> Yes, full payment must be made upon confirmation.</p>
11	<p><b>Q:</b> What is your cancellation policy?  <b>A:</b> Once booking is confirmed, cancellations and/or refunds are not allowed.</p>
Food & Beverage	
12	<p><b>Q:</b> Do you provide food catering?  <b>A:</b> Yes, we have a list of appointed caterers for your consideration. You may email to <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a> to find out more.</p>
13	<p><b>Q:</b> Can I engage my own vendor for catering?  <b>A:</b> Yes, you may engage your preferred SFA licensed caterer but levy fee of \$160.50 nett is applicable for external catering. We have a list of appointed caterers, you may email to <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a> to find out more.</p>