

Ballrooms – Frequently Asked Questions

General Question	
1	<p>Q: What are the rates?</p> <p>A: Do send us the enquiry via https://www.hometeamns.sg/khatib/spaces/ or click on the "Enquire/Book Now" button to reach out to us. We will work to respond to your enquiry within 1 - 3 working days.</p>
2	<p>Q: What are the operational hours?</p> <p>A: 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>Q: Can I come for a site visit before confirming my booking?</p> <p>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: What is the number of pax I can hold for my event ?</p> <p>A: Kindly note that the seating capacity might be subjected to change depending on the types of events due to safety measures and guidelines imposed by the authorities given the COVID-19 situation. Given the dynamic Covid-19 situation, we will need your event details to assist you better. Do send us the enquiry via https://www.hometeamns.sg/khatib/spaces/ or click on the "Enquire/Book Now" button to reach out to us. We will work to respond to your enquiry within 1 - 3 working days.</p>
5	<p>Q: Is there any restrictions to the type of activities that can be carried out in the facility?</p> <p>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>
6	<p>Q: Do you conduct onsite Pre-Event Testing (PET) at your premise?</p> <p>A: We do not conduct onsite pre-event testing, it should be done offsite by a MOH-approved COVID 19 test providers before turning up at the venue shall it is required for your event. To find out more , you may email to venues_kt@hometeamns.sg</p>
Bookings	
7	<p>Q: What is the minimum age to make a booking?</p> <p>A: The minimum age is 18 years old.</p>
8	<p>Q: How do I make a booking?</p> <p>A: You can email to venues_kt@hometeamns.sg to get more information or to send in your enquiry by clicking on the "Enquire/Book Now" button. We are happy to help! We will work to respond to your email within 1 - 3 working days.</p>
9	<p>Q: How far in advance can I place my booking?</p> <p>A: Advanced booking for Event Spaces can be made up to 1 year prior to event date. All slots are subjected to availability.</p>
10	<p>Q: What is the minimum lead time required to place a booking?</p> <p>A: 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>

11	Q: I would like to confirm my booking. Do I need to make the full payment now?
	A: Yes, full payment must be made upon confirmation.
12	Q: Is there a security deposit needed?
	A: Yes, a refundable deposit of 10% of the booking charges is required before usage of the room.
13	Q: What is your cancellation policy?
	A: Once booking is confirmed, cancellations and/or refunds are not allowed.
Food & Beverage	
14	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.
15	Q: Can I engage my own vendor for catering?
	A: 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 venues_kt@hometeamns.sg to find out more.

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