

## **Frequently Asked Questions (FAQs)**

### **1. What are the safe management measures in the ManCaves/ BBQ Pits?**

Wearing of face mask is required when not eating or drinking in the ManCaves. Mask is optional outdoors.

### **2. I would like to confirm my booking for ManCave. Do I need to make the full payment now?**

Yes, you'll need to make the full payment for confirmation.

### **3. Can I book ManCaves for my event tomorrow?**

No, bookings for ManCaves and BBQ Pits must be confirmed a minimum of 3 days before the event date. As slots are also subjected to availability, you're recommended to place your bookings early to avoid any disappointment or delays.

### **4. How far in advance can I place my booking?**

An advance booking for ManCaves or BBQ Pits can be made up to 180 days\* before the event date, and at least 3 days in advance.

\*Exclusively applicable to HomeTeamNS members. Non-members can book up to 90 days before the event date, and at least 3 days in advance.

### **5. Can I book a BBQ Pit without a ManCave?**

Yes, you can! Click [here](#) to book.

### **6. How do I book the ManCaves for corporate retreats and team building?**

For corporate bookings, kindly email [venues\\_kt@hometeamns.sg](mailto:venues_kt@hometeamns.sg) or leave us a message on our enquiry form below. We'll respond to your query within 1-3 working days.

### **7. What is your cancellation / postponement policy?**

There are no cancellations and/or refunds once the booking is confirmed. Postponement of bookings is not allowed. Check out our full terms and conditions [here](#).



**8. Can I bring my pet to the premise?**

Unfortunately, pets are not allowed in the clubhouse.

**9. Can I engage a caterer for my booking?**

Yes, you may engage your preferred SFA licensed caterers at no additional levy charges. Kindly ensure that the licensed caterer does the buffet line set-up, tear down and clearing of trash within the booking's time frame.

**10. Do I need a wire mesh for the electric BBQ Pit?**

Yes, we would recommend purchasing the rectangular wire mesh for your BBQ session.

**11. Do I need charcoal for the electric BBQ Pit?**

It's electric! So, you don't have to deal with charcoal!

**12. Where is my ManCave / BBQ pit located?**



**13. I booked the ManCave and I need to do set-up or décor. Can I do so before my booking time slot?**

You will need to do the set-up or décor within your booking time. If your booking is between 6pm to 10pm, you can come by up to 10 minutes earlier to access to your ManCave to start your set-up or décor.

**14. Can I extend my ManCave booking time?**

Yes, you can extend an hour after your booking time. You may click on the 1-hour extension option upon check-out. The rates are as follows.

		HOMETEAMNS Ordinary, Associate, Family, Corporate Member		AFFILIATE Social Member, SAFRA Member		GUESTS	
		OP	P	OP	P	OP	P
<i>Deluxe ManCave</i>	4 hours	\$300	\$400	\$400	\$500	\$500	\$600
	Extension hour	\$40	\$50	\$50	\$60	\$60	\$70
<i>ManCave</i>	4 hours	\$200	\$300	\$300	\$400	\$400	\$500
	Extension hour	\$40	\$50	\$50	\$60	\$60	\$70

VERSION MAY 31, 2022

**15. How do I check-in on my event date?**

On your event date, you may proceed directly to the ManCave or BBQ Pit up to 10 minutes before the start of your booking time. The doors and electric grills will be unlocked for your use. Should you require assistance, fret not! Our friendly customer experience ambassadors will be with you within the first hour.

**16. What are your carpark rates?**

		<b>HOMETEAMNS</b> Ordinary, Associate, Family, Corporate Member		<b>GUEST</b>
<b>Car</b>	Monday to Saturday	6.01am to 5.00pm	\$1.28 first hour \$0.32/ block of 15 min thereafter	\$1.70 first hour \$0.43/ block of 15 min thereafter
		5.01pm to 3.00am	\$2.08/ entry	\$4.16/ entry
		3.01am to 6.00am	\$3.00/ entry	\$3.90/ entry
	Sunday, Public Holiday	6.01am to 3.00am	\$2.08/ entry	\$4.16/ entry
		3.01am to 5.00am	\$3.00/ entry	\$3.90/ entry
<b>Motorbikes</b>	Monday to Sunday, Public Holiday	All day	\$0.70/ entry	\$0.91/ entry

**Note:** \*15-min grace period  
\*Safra members can validate your cashcard at the self-help lobby @ Level 1 of the Clubhouse

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**17. Can I book the ManCave or BBQ Pit for the entire day?**

Yes, you can book the ManCave or BBQ Pit for the entire day. Upon booking, kindly select both timeslots (10am to 2pm and 6pm to 10pm) to book the facility from 10am to 10pm.

If you wish to extend your ManCave booking till 11pm\*, you may also select the 1-hour extension for the afternoon slot.

*\*Extension is only applicable for ManCave booking.*

**18. Can I get someone to check-in on my behalf?**

Yes, you can. Please fill in the e-authorization form [here](#).

**19. Can my caterer or vendor come earlier to set-up?**

Additional hours are chargeable and will be subject to availability. We do get back-to-back bookings and need time to turnover and disinfect the rooms so that you can have the best experience. Otherwise, kindly ensure that the caterer or vendor does the buffet line set-up, tear down and clearing of trash within your booking's time frame.



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BALESTIER (HQ) | BUKIT BATOK | CHINATOWN | KHATIB | TAMPINES

**20. Can I extend my BBQ Pit booking time?**

Booking pit bookings are strictly from i) 10am to 2pm OR ii) 6pm to 10pm OR 10am to 10pm, extension hour is not permitted. All outdoor / BBQ activities will have to cease by 10pm. Users will need to vacate the BBQ pits at 10pm.

For ManCave bookings (which will come with BBQ pits), please be considerate to other users and our neighbours and keep your volume down after 10pm when you are outdoors!

**21. In case of bad weather, can I get a refund for my ManCave or BBQ Pit booking?**

In the event of inclement weather, prior to or during the time slot booked, there will be no refunds or postponement, under such circumstances, and the Club shall not be responsible for providing alternatives to the use of BBQ pit.

**22. Can we rent additional logistics (e.g. table, chairs) for our booking?**

We do not provide additional logistics for bookings of ManCaves and/or BBQ Pits. However, you may wish to rent from external vendors. Kindly ensure that the vendor does the set-up and tear down within the booking's time frame.

**23. What is the difference between ManCave and Deluxe ManCave?**

Deluxe ManCave can fit up to 30pax, while ManCave can fit up to 20pax. Additionally, Deluxe ManCave comes with a bar counter and stools.

- Deluxe Mancave – A & B
- ManCave – C & D

**24. Can we stay overnight in the ManCaves?**

No, the ManCaves is a function space, and its operating hours is from 10am to 11pm.

**25. Can the ManCaves cater to more than 30pax?**

For more than 30pax, we would recommend you book the Event Spaces instead. The Deluxe ManCave is suitable for up to 30pax, and ManCave is suitable for up to 20pax.

**26. Do I have to book a BBQ Pit when I book the ManCaves?**

All ManCave comes with a private BBQ Patio, thus, no additional booking of BBQ Pit is required.

**27. Can I bring durian to the ManCaves or BBQ Pit?**

Unfortunately, durians are not allowed into the premises. Some really like it, but we also know of others that really hate it. Let's be considerate to each other.

**28. I did not enter my promo code. Can I get a refund of the discount amount?**

A valid promo codes must be entered before check-out and payment. We regret that there will be no refunds after the transaction is processed.

**29. My intended booking time falls out of the listed time slots (e.g. I want to book between 3pm to 7pm). How do I go about doing that?**

We're sorry that the bookings are only for the AM slot of 10am to 2pm and PM Slot of 6pm to 10pm. This is so that the day is maximised for more people to enjoy our ManCaves!

**30. What do I do when my ManCave booking is over?**

We like the ManCaves as much as you do. We provide bins in the ManCave and at the BBQ Pit. All we ask is that you please help us with the basic clearing up and placing all rubbish, food and drinks into the trash bins. We appreciate that you also tie up the trash bags, so that we keep all the pests away (for good!). We will charge a cleaning fee of \$214.00 if excessive cleaning is required.