

## Event Spaces – Frequently Asked Questions

General Questions	
1	<p><b>Q:</b> What are the rates?</p> <p><b>A:</b> Do send us the enquiry via <a href="https://www.hometeamns.sg/khatib/spaces/">https://www.hometeamns.sg/khatib/spaces/</a> 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><b>Q:</b> What are the operational hours?</p> <p><b>A:</b> Operating hours for Event Spaces are from 0800 to 2300 hours (inclusive of set up and tear down). All events are to end by 2300 hours.</p>
3	<p><b>Q:</b> Can I come for a site visit before confirming my booking?</p> <p><b>A:</b> Of course! Venue viewings are by appointment 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> What is the number of pax I can hold for my event ?</p> <p><b>A:</b> 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 <a href="https://www.hometeamns.sg/khatib/spaces/">https://www.hometeamns.sg/khatib/spaces/</a> 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><b>Q:</b> Are there any restrictions to the type of activities that can be carried out in the facility?</p> <p><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	
7	<p><b>Q:</b> What is the minimum age to make a booking?</p> <p><b>A:</b> The minimum age is 18 years old.</p>
8	<p><b>Q:</b> How do I make a booking?</p> <p><b>A:</b> You can email to <a href="mailto:venues_kt@hometeamns.sg">venues_kt@hometeamns.sg</a> to get more information or to send in your enquiry by clicking on the "Enquire/Book Now" button. We are glad to help and will work to respond to your email within 1 - 3 working days.</p>
9	<p><b>Q:</b> How far in advance can I place my booking?</p> <p><b>A:</b> Advanced booking for Event Spaces can be made up to 6 months prior to event date. All slots are subjected to availability.</p>

10	<p><b>Q:</b> What is the minimum lead time required to place a booking?</p> <p><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>
11	<p><b>Q:</b> I would like to confirm my booking. Do I need to make the full payment now?</p> <p><b>A:</b> Yes, full payment must be made upon signed quotation to confirm booking.</p>
12	<p><b>Q:</b> Is there a security deposit needed?</p> <p><b>A:</b> Yes, a refundable deposit of 10% of the venue rental charge will be collected via Credit Card (Mastercard/Visa only) during check-in on your event day.</p>
13	<p><b>Q:</b> What is your cancellation policy?</p> <p><b>A:</b> Once booking is confirmed, cancellations and/or refunds are not allowed.</p>

#### Food & Beverages

14	<p><b>Q:</b> Do you provide food catering?</p> <p><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>
15	<p><b>Q:</b> Can I engage my own vendor for catering?</p> <p><b>A:</b> Yes, you may engage your preferred SFA licensed caterer but a levy fee of \$162.00 nett is applicable for external catering.</p>
16	<p><b>Q:</b> Is alcohol consumption allowed in the facility?</p> <p><b>A:</b> Yes, alcohol consumption is allowed. We do charge a levy fee of \$150+ if you choose to bring in your own duty-paid alcohol.</p>

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