

Gardens by the Bay Terms and Conditions for School Programmes, Workshops and Virtual Tours

1. Programme Information

1.1. The School Programme fee and maximum number of participants per group for each programme is as follows:

a. On-site Programmes*

Name of Programme	Programme Capacity	Maximum Duration	Programme Fee per Group (inclusive of GST)
Gardens for Tots <i>For Pre-schools</i>	20	45 min	\$100
Gardens in 60 Minutes <i>For Primary and Secondary Schools</i>	20	1 h	\$120
All-Rounder <i>For Primary and Secondary Schools</i>	20	2.5 h	\$250
A Garden Quest <i>For Educators</i>	20	1 h	\$120

* Admission fees to Conservatories not included.

b. On-site Workshops*

Name of Programme	Programme Capacity	Maximum Duration	Programme Fee per Pax (inclusive of GST)
Dig Deep Virtual Workshop <i>For Pre-schools and Lower Primary</i>	20	45 min	\$15*
Budding Growers Virtual Workshop <i>For Upper Primary and Secondary</i>	20	45 min	\$15*

*If the number of participants per group is less than 20 pax, the fee for the full 20 pax will still be charged.

c. Virtual Tours

Name of Programme	Programme Capacity	Maximum Duration	Programme Fee per Session (inclusive of GST)
Virtual Tours <i>For Pre-schools</i>	1 session	45 min	\$80

1.2. The fee(s) stated are subject to change without prior notice.

1.3. To allow each participant to receive the optimum experience from our on-site programmes, there is a cap on the maximum number of participants allowed per group. Each group is assigned one guide/ programme facilitator.

1.4. Programme fees are calculated based on the number of groups for the on-site programmes, or number of participants for the on-site workshops.

1.5. In the event that the number of participants per group is less than the stated capacity or there is a shortened duration, the full on-site programme fee will still apply.

- 1.6. Where the number of participants exceeds the group capacity on the day of the on-site programme, an additional group may be formed subject to the availability of guide(s)/ programme facilitator(s) and programme materials and additional charges will apply. Please note that Gardens by the Bay is under no obligation to provide additional guides/ facilitators or relevant programme materials to cater to last minute additions.
- 1.7. Students must be accompanied by teachers and/ or adult chaperones at all times (based on the prevailing ratio as recommended by MOE and the Safety Management Measures by Gardens by the Bay), during the entire duration of the on-site programme and while they are within the premises of Gardens by the Bay. Schools shall ensure the safety, well-being and proper behaviour of their students. The guide/ programme facilitator reserves the right to suspend the on-site programme should inappropriate behaviour or action compromise the safety and well-being of the students.
- 1.8. Gardens by the Bay publishes all venue closure dates on our website at www.gardensbythebay.com.sg. It is the coordinator's responsibility to check the website for these dates before confirming any bookings.
- 1.9. The programme fee per pax for an on-site workshop (listed under 1.1 (b)) is inclusive of a workshop kit.
- 1.10. Gardens by the Bay reserves the right to amend any programme without prior notice at its sole and absolute discretion.

2. Bookings, Payment and Confirmation

2.1. Booking Requests and Programme Reservation Form

a. On-site Programmes

- (i) Booking requests must be made in writing **at least 21 calendar days** in advance, from the date of the programme.
- (ii) The Programme Reservation Form must be submitted to Gardens by the Bay **at least 14 calendar days** prior to the date of the programme.

b. On-site Workshops

- (i) Booking requests must be made in writing at least **21 calendar days** in advance, from the date of the programme.
- (ii) The Programme Reservation Form must be submitted to Gardens by the Bay **at least 14 calendar days** prior to the date of the programme.

c. Virtual Tours

- (i) Booking requests must be made in writing **at least 14 calendar days** in advance, from the date of the programme.
- (ii) The Programme Reservation Form must be submitted to Gardens by the Bay **at least 10 calendar days** prior to the date of the programme.

- 2.2. Once the Programme Reservation Form is submitted to Gardens by the Bay, any request for amendments must be made in writing and is subject to the approval of Gardens by the Bay.

2.3. For schools paying via Cash/ Credit Card/ Online Payment:

Payment must be made **at least 5 working days** prior to the date of the programme. **Bookings are confirmed only upon receipt of full payment.**

2.4. For schools paying via the Vendors@Gov/ IFAAS system:

- a. Bookings are confirmed only upon the issuance of an official Gardens by the Bay Programme Confirmation Form and email, from our Education officer.
- b. Schools will be billed after the programme is completed. Please note that payment must be received **30 calendar days** from the invoice date.

2.5. Administrative Charge

An administrative charge of 50% of the total programme fee will be levied for every amendment made under the following conditions, **whichever is earlier**:

- a. Each amendment after the issuance of the **Programme Confirmation Form**; or
- b. Each amendment made within **7 calendar days** of the date of the programme indicated on the Programme Reservation Form.

2.6. Once printed, purchased Conservatories, Skyway and/ or Floral Fantasy tickets cannot be refunded or amended in any way.

2.7. There will be no refund should there be absentees on the date of the programme, or a postponement of the programme.

3. Cancellation/ No-show

3.1. The cancellation/ no-show policy is as follows:

Within 7 calendar days of the date of the programme as indicated on the Programme Reservation Form.	100% of total programme fee charged.
No-show on the scheduled date of the programme.	

3.2. Should Gardens by the Bay initiate cancellation of booking due to unforeseen circumstances, we shall endeavour to inform participants or group representatives at least 3 calendar days prior to the date of the programme and arrange for an alternative programme date. If an alternative date cannot be agreed upon, Gardens by the Bay will provide a full refund. Gardens by the Bay will not bear any responsibility for travel expenses or any other costs which might have been incurred.

4. Punctuality

4.1. Should participants be late for the programme, the programme content will be modified and components of the programme may be omitted to ensure that the programme ends at the time stated on the Confirmation Form.

4.2. No extension of time will be allowed to compensate for the late start time.

4.3. Should Gardens by the Bay start the programme late due to unforeseen circumstances, the programme will be delivered in its entirety.

5. Documentation

5.1. Before commencement of the programme, a print-out of the Programme Confirmation Form with the confirmation email will be required as proof of payment and/ or booking.

6. Copyright and Intellectual Property

- 6.1. All title, ownership rights and intellectual property rights (including all copyrights) in and relating to the programme and any copies thereof (including but not limited to any titles, themes, concepts and any related documentation) are owned by Gardens by the Bay.
- 6.2. Audio and Video recordings of the programme are strictly prohibited without prior written approval from Gardens by the Bay.

7. Programme/ Gardens Etiquette

- 7.1. a. On-site Programmes & Workshops
 - (i) Follow the instructions given by the guide/ programme facilitator.
 - (ii) Teacher(s)-in-charge should accompany all participating students at all times, and ensure that the Safety Management Measures on-site are adhered to.
 - (iii) Keep the Gardens clean.
 - (iv) Care for the flora and fauna in the Gardens.
 - (v) Do not run in the Conservatories.
 - (vi) Stay on the paths and keep out of the flower beds, trees and shrubs.
 - (vii) Take extra care along the open boardwalk at the Dragonfly Lake and/ or near the edge of any water bodies.
 - (viii) No recording of the tour/ workshop is allowed.
- b. Virtual Tours
 - (i) Follow the instructions given by the programme facilitator.
 - (ii) Teacher(s)-in-charge are to ensure that all participating students are able to see the programme facilitator, and be seen by the facilitator for active engagement.
 - (iii) Mic(s) should be muted at all times except during Q&A at the end of each segment. Participants should raise their hands to ask a question during the Q&A. Teacher(s)-in-charge are requested to facilitate the Q&A session for their class.
 - (iv) No recording of the tour is allowed.

8. All Rights Reserved

- 8.1. Gardens by the Bay reserves the right to amend, delete and/ or add to these terms and conditions without prior notice at its sole and absolute discretion.