

Gardens by the Bay Terms and Conditions for School Programmes

1. Programme Information

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

Name of Programme	Programme Capacity	Duration	Programme Fee per Group* (inclusive of GST)
Gardens for Tiny Tots <i>For Pre-schools</i>	Garden Rainbow: 10 pairs Keep in Shape: 20 pax	45 min	\$100
Gardens for Tots <i>For Pre-schools</i>	20 pax	45 min	\$100
Seasonal Programmes <i>For Pre-schools</i>	20 pax	45 min	\$100
Gardens in 90 Minutes <i>For Primary and Secondary Schools</i>	20 pax	1.5 hr	\$150
Gardens in 90 Minutes (with 5G Digital Trails) <i>For Primary and Secondary Schools</i>	20 pax	1.5 hr	\$210
Gardens in 60 Minutes <i>For Institutes of Higher Learning</i>	20 pax	1 hr	\$100
A Garden Quest (with 5G Digital Trail) <i>For Educators</i>	20 pax	1 hr	\$175
Discovery Journey: Plant Diversity and Sustainability <i>For Educators</i>	20 pax	1.5 hr	\$150
Secrets of the Gardens: Plant Diversity and Sustainability <i>For Educators</i>	20 pax	1.5 hr	\$150
Gardens Under Glass <i>For Educators</i>	20 pax	1.5 hr	\$150

* Admission fees to Conservatories not included.

- 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 programmes, there is a cap on the maximum number of participants permitted per group. Each group is assigned one guide/ programme facilitator.
- 1.4. Programme fees are calculated based on the number of groups for the programmes.

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- 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 programme fee will still apply.
- 1.6. Where the number of participants exceeds the group capacity on the day of the 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 ECDA and MOE), during the entire duration of the 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 programme should inappropriate behaviour or action compromise the safety and well-being of the students.
- 1.8. For all programmes with 5G digital trails, an iPad Mini will be issued to each student (capped at 20 per group). Schools may be held liable for damages to the iPads that occur while the iPads are in the school's possession.
- 1.9. 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.
- 1.10. In the event of wet weather, no refunds, returns, or exchanges will be provided for outdoor programmes (i.e. not taking place in the Conservatories). The programme will be conducted in a sheltered outdoor location deemed suitable for the content of the programme.
 - a. Should the wet weather cease before the end of the programme, the programme will resume at its usual location.
 - b. Should the wet weather persist, the programme will conclude in the aforementioned sheltered outdoor location.
- 1.11. 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

- (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.
- 2.2. Upon submission of the Programme Reservation Form, no amendments can be made to the number of tickets to the attractions and/or number of groups required for the facilitated school programme.

2.3. **For schools paying via 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**; or
- b. Each amendment made within **7 calendar days** of the date of the programme indicated on the Programme Reservation Form.

2.6. Once issued, purchased Conservatory (Flower Dome and/or Cloud Forest), OCBC Skyway, Supertree Observatory 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. Programmes will not be extended 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. The teacher-in-charge/school coordinator should have on hand a copy of the Programme Confirmation email 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.
- 6.3. By reserving a programme with Gardens by the Bay, participants understand that photographs may be taken during the programme. Gardens by the Bay reserves the right to use these photographs for promotional purposes. Where possible, Gardens by the Bay will endeavour to take photographs without identifying features (e.g. from behind).

7. Programme/ Gardens Etiquette

- (i) Follow the instructions given by the guide/ programme facilitator.
- (ii) Teacher(s)-in-charge should accompany all participating students at all times, except for university groups.
- (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.

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(viii) No recording of the tour is allowed.

(ix) Food and drinks (except plain water) are not allowed in the Conservatories.

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.