

Gardens by the Bay Terms and Conditions for Tours

1. Tour Details

- 1.1 The maximum number of participants per group for the Gardens Tour is 12 persons (Adults and Children). The fee for each tour is as follows:

Package Gardens Tour <u>with</u> Garden Cruiser		
Duration	1 hour	2 hours
Description	Garden Cruiser Audio Tour and single Conservatory or 2 Conservatories	Garden Cruiser Audio Tour, Supertree Grove, OCBC Skyway and 2 Conservatories
Price (inclusive of rental of 12-seater Garden Cruiser tram, admission to specified attractions and GST)	S\$700	S\$1100
Package Gardens Tour <u>without</u> Garden Cruiser		
Duration	1 hour	2 hours
Description	2 Conservatories	Supertree Grove, OCBC Skyway and 2 Conservatories
Price (inclusive of admission to specified attractions and GST)	S\$550	S\$850
Gardens Tour Only		
<i>This option caters to visitors who have pre-purchased tickets to the Conservatories and/or the OCBC Skyway, and would like to book our Gardens Tour only.</i>		
Duration	1 hour	2 hours
Description	2 Conservatories	Supertree Grove, OCBC Skyway and 2 Conservatories
Price (inclusive of tour fees and GST)	S\$400	S\$600

- 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 tour, there is a cap on the maximum number of participants allowed per group. Each group is assigned with one guide.
- 1.4 Tour fees will be charged solely on the number of groups.
- 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 tour fee will still apply.
- 1.6 Where the number of participants exceeds the group capacity on the day of the tour, an additional group may be formed subject to availability of guide and additional charges will

apply. Please note that Gardens by the Bay is under no obligation to provide additional guides to cater to last minute additions.

- 1.7 Gardens by the Bay publishes all venue closure dates on our website at www.gardensbythebay.com.sg. It is the Client's responsibility to check the website for these dates before confirming any bookings.
- 1.8 During Conservatory closure days, the tour will only cover content from the Conservatory that is open and the tour duration will be shortened accordingly. The full tour fee will apply.
- 1.9 In the event that the OCBC Skyway and / or outdoor audio tour suspends operations due to inclement weather and / or unforeseen circumstances, the allocated time for that portion will be used at the Conservatories.
- 1.10 Gardens by the Bay reserves the right to amend the tour route without prior notice at its sole and absolute discretion.

2. Bookings, Payment and Confirmation

- 2.1 Booking requests must be made in writing at least 14 calendar days in advance, from the date of visit.
- 2.2 The Reservation Form must be submitted to Gardens by the Bay at least 10 calendar days prior to the date of visit.
- 2.3 Once the 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 with an administration charge.
- 2.4 Once printed, purchased Conservatories and / or OCBC Skyway tickets cannot be refunded or amended in any way.
- 2.5 For clients paying via Cash / Online Payment:
 - a. Payment must be made at least 5 working days prior to the date of visit. Bookings are confirmed only upon receipt of full payment.
 - b. There will be no refund in lieu of a fewer number in attendance on the date of visit, or postponement of the tour.
- 2.6 For clients paying via the Vendors@Gov system:
 - a. Bookings will only be confirmed upon the issuance of official Gardens by the Bay Tour Confirmation email, from our officer.
 - b. Clients will be billed after the tour completion. Please note that payment must be received 30 calendar days from the invoice date.
- 2.7 Administration Charge

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

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

3. Cancellation / No-show

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

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

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 visit and arrange for an alternative tour date. If an alternative date cannot be agreed, 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 tour, the tour content will be modified and components of the tour may be omitted to ensure that the tour finishes at the time stated in 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 tour late due to unforeseen circumstances, the tour will be delivered in its entirety.

5. Documentation

5.1 Before commencement of the tour, a print-out of the Confirmation Form will be required as proof of payment and / or booking.

6. Disclaimers

6.1 Gardens by the Bay shall not be responsible or liable for any injuries or losses suffered by the tour participants.

7. Copyright and Intellectual Property

7.1 All title, ownership rights and intellectual property rights (including all copyrights) in and relating to the tour and any copies thereof (including but not limited to any titles, themes, concepts and any related documentation) are owned by Gardens by the Bay.

7.2 Audio and Video recordings of the tour are strictly prohibited without prior written approval from Gardens by the Bay.

8. Programme / Gardens Etiquette
 - 8.1 Keep the Gardens clean.
 - 8.2 Care for the flora and fauna in the Gardens.
 - 8.3 Do not run in the conservatories.
 - 8.4 Stay on the paths and keep out of the flower beds, trees and shrubs.
 - 8.5 Take extra care along the open boardwalk at the Dragonfly Lake.
9. Accessibility
 - 9.1 Personal stroller or wheelchair are allowed during our guided tour. The Gardens is also wheelchair-friendly, with special ramps, lifts and barrier-free routes incorporate in this design. Strollers and wheelchairs are available for rental at Visitor Information Counters located at the Visitor Centre and The Canopy, from 9.00am daily, for \$2 per day, on first-come-first-serve basis. Last rental is at 8.00pm, and wheelchairs must be returned by 9.00pm. Kindly approach a member of our friendly staff if you require any assistance.
10. All rights reserve
 - 10.1 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.