

Civil Service Club @ Loyang

Frequently Asked Questions



FAQs: Booking / Check-In

1. What is the Check-In / Check-Out time?

Check-In time is 3pm – 7.30pm (Room availability is subject to staggered check-in arrangement). Staggered Check-Out timings are implemented to minimize crowding and reduce waiting time. Check-Out time will be made known upon Check-In, between 8.45am – 10.30am.

2. Can we request early Check-In / late Check-Out?

All requests are subject to availability. You may contact Reception Office at 6581 9033 or 9670 8445 or email us at loyang@csc.sg for assistance.

3. Can a member of the Public book the chalet?

Yes, our chalets are open to Public. Advance booking is open up to 60 days. [Click here](#) to register an account and book online from our website. The registration is valid only after the first booking is done and payment is made. [Click here](#) for the guide on how to book.

4. How do I check the room rates and room availability?

[Click here](#) to view the room rates and room availability. Kindly ensure the right field is selected.

5. What is the minimum and maximum number of nights I can book in 1 transaction?

The minimum night of stay is 1 night. Maximum night of stay is 5 nights.

6. What is the minimum age for Check-In and Check-Out?

The minimum age is 18 years old.

7. Can we authorise a family member / friend to Check-In and Check-Out on our behalf?

You can authorise your proxy to Check-In on your behalf if you are a member of Civil Service Club. [Click here](#) to obtain our authorisation form (to be submitted on the day of Check-In). Do note that your proxy will be required to produce their NRIC for verification upon Check-In. Safe management measures apply.

8. What does the authorised person need to bring for Check-In?

On behalf of CSC Member / Public Officer / Public:

- NRIC of Authorised Guest
- Valid Public Service Card / Staff Pass
- Authorisation Letter

However, should the **Main Applicant be a Public Officer, he/she must**:

- a) Be present at the counter with Staff Pass / Public Service Card before 8pm to complete the Check-In verification process **OR**
- b) Send the Authorisation Form with Staff Pass / Public Service Card (*please mask the NRIC number if there is any*) via **work email address** 1 week before date of stay.

In the event if all of the above are not met, the room rates will be converted to Public Rates.

9. Can we cancel or amend our confirmed booking?

There will be no refund for cancellation of confirmed bookings. You may only amend your booking if it is due to compassionate or medical reason. Please note that all requests are subject to management approval. Decision is final and no appeal shall be entertained.

Cancellation and refund requests that do not meet with the above conditions will be subjected to the following refund terms:

NOTICE PERIOD	AMOUNT
Less than 14 days	No refund available
Less than 30 days	25% of booking value to be refunded
Less than 60 days	50% of booking value to be refunded
More than 60 days	90% of booking value to be refunded

10. How many chalets units can each person book at one time?

One person can only book 1 chalet unit at any one time. Do note that subletting is strictly prohibited.

11. Is there a Security Deposit?

Yes, there is a mandatory Security Deposit of \$200 by Cash or Credit Card (No Amex).

12. How are the allowed accommodation arrangements for individual chalet?

- To maintain the serenity and exclusivity of the premises, the maximum number of guests in the room (after 10.30pm) is as follows: See table below for details.

Chalet Type	Day Occupancy	Night Occupancy
Garden Terrace	20 pax	6 pax
Sea View / Garden Bungalow	40 pax	8 pax
Pool / Sea View Terrace		

FAQs: BBQ Pits (Operated using Charcoal)

1. Can we book a BBQ Pit without booking a chalet?

No. Each BBQ Pit is assigned to individual chalet units.

2. How can we go about booking a BBQ Pit?

No advance booking is required. BBQ activities are to end by 10.30pm.

3. What is the size of the BBQ Pit?

0.7m X 0.64m.

FAQs: Catering

1. Can I engage a Buffet Caterer?

The Club offers catering services. [Click here](#) to view approved list of Caterers. A surcharge of \$150 applies for External Caterers.

Buffet catering setup along corridor is strictly not allowed for Garden Terrace due to Fire Safety Route Escape. No Open-Fire Cooking is allowed.

FAQs: Rooms

1. Is there Wi-Fi available?

Yes. We provide free Wi-Fi, the password will be given on the day of Check-In.

2. Can we request for extra bath towels?

No. The quantity of the bath towels provided is depending on the number of Night Occupancy of the chalet unit.

3. Can we request for extra mattress?

No, we do not provide extra mattress due to fire safety regulation.

4. Is Baby Cot available?

Yes, subject to availability. Please email in to loyang@csc.sg to request in advance to avoid disappointment.

5. What is the size of the Baby Cot?

124cm x 66cm x 79cm

6. Are there cutleries provided in the room?

Yes, basic cutleries such as bowls, plates, forks, spoons, chopsticks are provided in the rooms. You will be given an inventory list upon Check-In. No additional provision available.

7. Are there bathroom amenities provided in the chalet?

Yes, we provide body wash, shampoo, razor kit, vanity kit, sanitary bag, toothbrush and toothpaste according to the number of bedrooms.

8. How many cars can park at CSC Loyang?

We will provide 3 carpark labels. All the vehicle numbers are required on the day of check-in.

9. Are many plastic chairs and tables are provided?

There are 10 plastic chairs and 1 card table in our Garden Terrace.

There are 20 plastic chairs and 2 card tables in our Seaview Bungalow, Garden Bungalow, Seaview Terrace and Pool terrace.

10. What is the Reception Office operating hours?

We open daily from 0800hrs to 2030hrs. Duty Officers can be contacted at 9670 8445 after office hours.

Dog-Friendly Bungalow

1. Are pets allowed in the chalet?

Dogs are only allowed within the 3 dog-friendly chalet units and the dog friendly zone. There will be a penalty of \$250 per pet imposed if pets are brought in illegally.

2. How many dogs are allowed in the Dog-Friendly Bungalow??

Only 4 dogs per chalet unit are allowed to stay overnight after 1030pm. There are no restrictions in the number of dogs in day time.

3. Are other pets welcome in the Dog-Friendly Bungalow?

Currently only dogs are allowed in the dog-friendly chalets. As much as the chalets are communal spaces and that families should be able to enjoy the chalets with their pets, the design of the chalets does not allow proper containment of cats and other smaller pets such as hamsters and rabbits. Such pets can easily escape through many areas of the chalet.

4. What are the amenities provided in the Dog-Friendly Bungalow?

We provide 4 dog bowls and 4 dog beds. There is also a wash area made for Dogs at the balcony.

FAQs: Wedding / Solemnisation

1. Are we allowed to host a Wedding / Solemnisation in the chalet and/or its premises?

- No booking of Chalets for relative, friends or proxy's wedding ceremony / solemnization.
- A refundable security deposit of **\$500** upon check-in by Cash or Credit Card.
- Additional Surcharges:
 - Wedding Surcharge: \$300
 - Usage of utilities and cleaning fees for catering: \$300
 - Usage of Lawn: \$200
 - Setting-up Tentage / Gazebo: \$300
- Booking will only be confirmed upon submission of the Notice of Summary of Marriage. You will be able to retrieve the document 3 months before your wedding date.
- No unauthorized solemnization of marriage or wedding ceremony. Booking will be cancelled without refund and a penalty of **\$1500** per chalet will be imposed. The applicant will be barred for 4 years from booking the resorts.
- Gate Crash and *Kompang* is allowed. *We hope for your kind understanding to maintain the peace and serenity within and around the Resorts.*
- No Washing of Cutleries at the premises of the chalet unit.
- No Open-Fire Cooking is allowed.
- Should you wish to place a *Wedding Dias* or *Altar* at the chalet, kindly approach our CSO for more information on our guidelines. Strictly no hacking and drilling is allowed.
- The following chalets are allowed for booking:

➤ Seaview Bungalow 1 / 2	➤ Garden Bungalow 3 / 5
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FAQs: Swimming Pool

1. Is the swimming pool open to Public?

No, access to the Swimming Pool is exclusively to CSC Members and Chalet Guests only.

2. How many guests can I bring to the swimming pool during my chalet stay?

Limited number of swimmers at any one time according to regulations.

A manual queue system is in place to manage the pool usage. Guests will need to register time slot to use the pool and will be issued with a wrist band upon registration. Swimmers are not allowed in the pool if they did not bring along their wrist bands during stipulated time slot.

A time limit of 1 hour per swimmer per day will be imposed on members and chalet guests, on a first-come-first-served basis.

Group limit of 5 pax stipulated under the prevailing Safe Management Measures is to be adhered to at all times.

Swimmers are to leave the pool area immediately after their session.

Face mask must be worn when out of the swimming pool, and in the changing room, except when showering.

3. Are there towels provided at the Swimming Pool?

We do not provide towels at the swimming pool.

4. What are the operating hours for the Swimming Pool?

The operating hours are 0900hrs to 2100hrs.

Last entry will be at 2000hrs.

FAQs: Priority Code

1. Who is entitled to use the Priority Code?

The Priority Code is entitled to Civil Servants, Statutory Board, Public Health Org & MINDEF (Staff only) who are not Civil Service Club Members. Public Service Card (Civil Servants) / Staff Card are required upon Check-In.

2. Can I use the Priority Code if I am a National Service Full-time (NSFs)?

Please note that National Service Full-time (NSFs) are considered members of Public. For members of Public, you do not need to key in any Priority Code and rates will be under Public rates.

3. Do I need to key in the Priority Code if I am a Civil Service Club Member?

No, the Priority Code is only for Public Officers who are not Civil Service Club Members.

4. How do I key in the Priority Code?

Public Officers are to login using their ID and keyed in under "ENTER PRIORITY CODE." The special rates apply to chalet units at all CSC chalet properties (CSC @ Changi I, CSC @ Changi II & CSC @ Loyang).

5. Where do I get the Priority Code?

The Priority Code can be obtained from the Flex-work Ambassadors.

Below Priority Code is effective from **29 September 2021 to 28 September 2022**.

Category	Priority Codes
Civil Service	CS1000
Statutory Board	SB2000
Public Health Organisations & Mainstream Universities	PU3000
MINDEF (Regulars and staff only)	MS4000