

## Frequently Asked Questions (FAQ) – For stays at Sealand Villa

### 1. Who can make reservations for stays at the Sealand Villa?

Reservations for Sealand Villa are open to NSRCC and SAFRA members, National Servicemen (NSmen), and members of the public.

### 2. What are the reservation rates and the number of days allowed per reservation?

Please refer to [NSRCC website](#) for the latest reservation rates. The minimum reservation is two nights per booking.

### 3. When and how do I place a reservation and make payment? Is advance reservation allowed?

The advance reservation period is stated in the following table and it is available for booking through [NSRCC website](#).

Location	Type of units	Advance Booking Period
Sealand Villa (Treehouse and Seaview units)	NSRCC Members	5 months
	Non-Member User – SAFRA/NS Man	4 months
	Non-Member User – Citizen/Non-Citizen	3 months

For NSRCC Member – Rental fee will be charged to Members’ in-house account upon checkout.

For Non-Member - At the point of making the reservation, applicant who made the reservation will be required to provide full payment of the stay, and a refundable security deposit of S\$100.00.

### 4. Can I amend or cancel my booking?

Please refer to following table for the amendment and cancellation notice period and the applicable charges. Applicants may contact NSRCC at [sealandvilla@nsrcc.com.sg](mailto:sealandvilla@nsrcc.com.sg) for assistance on amendments or cancellations of the reservations.

Type	Notice Period*	
	21 days or less prior to arrival date	More than 21 days prior to arrival date
Amendment of a reservation	100% of the original reservation fee will be forfeited	20% administrative charge based on the previous booking rate applies for any amendment.
Cancellation of a reservation	100% of the reservation fee will be forfeited	50% of the original reservation fee will be refunded

\*All request for cancellation or amendment will only be valid upon confirmation of receipt by NSRCC, e.g., if the arrival date is 25<sup>th</sup> March, the request for amendment must be provided to NSRCC, including the confirmation of receipt, by 4<sup>th</sup> March.

**5. What are the check-in and check-out timings?**

Please refer to following table for the check-in and check-out timings, and the charges for late check-out.

Location	Check-In	Check-Out	Remarks
Sealand Villa	3.00 pm – 6.00 pm	9.00 am – 10.00 am	Late check-out (10.00 am – 12.00 pm): Half-day booking fee will be charged.  After 12.00pm: Full day booking fee will be charged.

Applicants may authorise a proxy (18 years old and above) to check-in/out on his/her behalf by completing an authorisation form which is available on the [NSRCC website](#). Authorized check-out guests are responsible for all charges/bills and have to settle them upon check-out.

**6. How many persons can be allowed to stay in one villa?**

Please refer to the table below for the permissible number of persons for the respective unit. Any deviation will be subject to NSRCC’s approval. You may contact NSRCC at [sealandvilla@nsrcc.com.sg](mailto:sealandvilla@nsrcc.com.sg) for any clarification.

Location	Type of Unit	Maximum no. of person allowed before 11.00pm and overnight
Sealand Villa	2-bedroom unit	20 persons for gathering; 8 persons overnight
	2-bedroom & 1 detached bedroom unit	25 persons for gathering 9 persons overnight
	4-bedroom unit	30 persons for gathering; 12 persons overnight

**7. What are the things to note during the period of stay?**

Guests must adhere to the house rules at all time. This is to provide a conducive and pleasant place for everyone. Please refer to [NSRCC website](#) for more details of the house rules.

**8. What should I do if there are damages to the items in the villa/bungalow?**

If the occupants accidentally break, stain, dirty or damage the resort property, a cleaning or repair fee would be deducted from the security deposit. If the security deposit is not sufficient to cover the full cleaning or repair fee, the occupant who has made the reservation will have to cover the remaining fee. The occupant should call the reception to request for

housekeeping staff to conduct a verification that the unit is in a generally clean and neat condition before checking out.

### 9. What if I lose or remove the resort items?

Missing items such as room keys, towels, or electronic accessories will be considered as lost property. The replacement cost would be deducted from the security deposit. If the security deposit is not sufficient to cover the full replacement fee, the occupant who has made the reservation will have to cover the remaining fee. The occupant should call the reception to request for housekeeping staff to conduct a verification that there are no lost or damaged property before checking out.

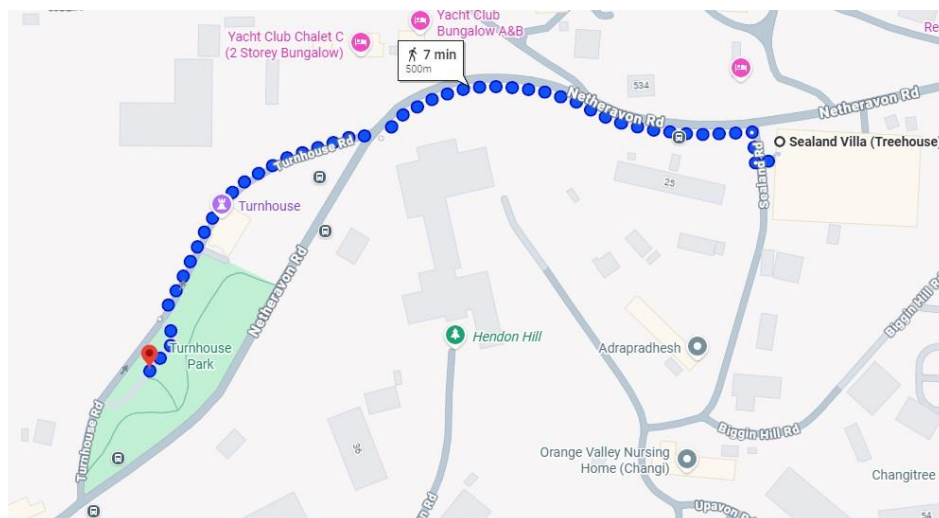
### 10. What are the services / amenities provided during my stay at the Sealand Villa?

All guests can enjoy the following services /amenities during the period of stay.

- ✓ Micro-Gym for guests to work out while enjoying the sea view
- ✓ Bicycles rental to explore the Changi coastal area
- ✓ 24-hr coin operated laundry machines and vending machines
- ✓ One complimentary vehicle parking per villa booking
- ✓ Complimentary access pass to the swimming pool at Civil Service Club (Changi)
- ✓ Discounts for various F&B and services from participating outlets around Changi Village
- ✓ Pet-friendly units for paw-rents who wish to bring along pets for their staycation
- ✓ All chalets equipped with Play Station 5, smart TVs, traditional table games
- ✓ Other amenities e.g., BBQ accessories, automatic mahjong table, 8-ball pool & table-tennis game are available for rental or purchase

### 11. Where can I find alternative parking space?

The alternative parking space is located at Turnhouse Park. Please refer to the map below for guidance.



**12. Who can I contact for further queries?**

Please contact NSRCC at [sealandvilla@nsrcc.com.sg](mailto:sealandvilla@nsrcc.com.sg), 6200 4115 or WhatsApp only 9159 4946 from 9.00am to 5.30pm daily.