

## FAQs for Admission to Gardens by the Bay (GB)

**Q1. Who are eligible for free admission to the GB conservatories?**

Answer: GB offers free admission to the Flower Dome and Cloud Forest conservatories for the disadvantaged and persons with disabilities. The following are eligible:

- VWOs that provide direct social services to beneficiaries – for visits organised for beneficiaries; and
- Any person who holds the:
  - Developmental Disability Registry (DDR) identity card;
  - Public Assistance/ Special Grant Card under MSF's ComCare Long Term Assistance Scheme (also known as Public Assistance or PA Scheme); or
  - Public Transport Concession (PTC) card for Persons with Disabilities (PWDs) under the PTC Scheme for PWDs (New from 16 Dec 2015)

Discounted admission is offered for the beneficiaries' caregivers/minders.

**Q2. We require caregivers/minders to accompany the beneficiaries during the visit. Are caregivers/minders eligible for free admission to GB conservatories too?**

Answer: Caregivers/minders accompanying beneficiaries are not eligible for free admission but can enjoy a 50% discount on tickets. The number of discounted tickets is pegged to the ratio of beneficiary:caregiver (see Q3 below).

**Q3. How many discounted tickets can caregivers/minders get? What is the discount?**

Answer:

Categories	Ticketing Arrangements	Admission to Conservatories		Beneficiary : Caregiver(s)
		Beneficiaries	Caregivers / Minders	
DDR identity card holders	Walk-In	Free (complimentary)	50% discount	1 : 2
PA card holders	Walk-In	Free (complimentary)	50% discount	1 : 2
PTC card holders	Walk-In	Free (complimentary)	50% discount	1 : 2
VWOs	Organised Group Visits; Pre-Booking Required	Free (complimentary)	50% discount	1 : 1

**Q4. Will GB be providing transport for beneficiaries?**

Answer: Individuals (walk-in) or VWOs (pre-booked) will need to arrange for their own transport to GB.

**Q5. Do we need to provide any identification on the day of the visit? Who do we look for on the day of the visit?**

Answer: DDR, PA, and PTC card holders can present their original DDR/PA/PTC cards at the ticketing counter to obtain their tickets.

VWOs on group visits can present the Letter of Confirmation (issued by the GB sales team during pre-booking) at the ticketing counter to collect their tickets.

**Q6. How do I know if my VWO's beneficiaries are eligible for the free admission to GB conservatories?**

Answer: Your VWO's beneficiaries are entitled to free admission to the conservatories - Flower Dome and Cloud Forest, at Gardens by the Bay if:

- your VWO is an NCSS member that provides direct social services; or
- is a Registered or Exempt charity that provides direct social services and is listed under the 'Social & Welfare' or 'Health' sector on the charity portal, [www.charities.gov.sg](http://www.charities.gov.sg).

**Q7. VWOs' staff may be involved in the group visit to provide assistance to the beneficiaries. Are the staff entitled to the available ticket discounts?**

Answer: VWOs' staff providing assistance to the beneficiaries on the day of the visit will be considered as accompanying caregivers/minders and can enjoy 50% discount on tickets (number of discounted tickets pegged to beneficiary:caregiver ratio).

**Q8. Which places can my beneficiaries visit with these free/discounted tickets? Can I use them for other attractions at GB?**

Answer: The tickets apply to the Cooled Conservatories i.e. Flower Dome and Cloud Forest only. Access to the outdoor gardens is free, with the exception of the OCBC Skyway which is chargeable. Please refer to GB website for more details on the attractions: [www.gardensbythebay.com.sg](http://www.gardensbythebay.com.sg).

**Q9. I would like to plan a group visit for my VWO. How early do I need to inform GB regarding our visit? Who do I contact?**

Answer: VWOs planning for group visits will need to contact GB's sales team at tel 6420 6845 or email [sales.enquiries@gardensbythebay.com.sg](mailto:sales.enquiries@gardensbythebay.com.sg) at least 10 working days prior to the planned visit.

No pre-booking is required for individual holders of DDR, PA, and PTC cards. These

card holders can present their original cards at the ticket counter on the day of visit to obtain their complimentary ticket, and purchase discounted tickets for their caregivers/minders (number of discounted tickets pegged to beneficiary:caregiver ratio).

**Q10. What information do I need to provide GB for the trip?**

Answer: VWOs planning for group visits are to provide the following:

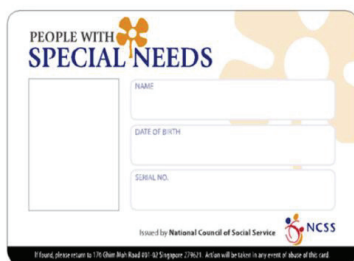
- VWO name;
- Number of beneficiaries;
- Profile of the beneficiaries;
- Number of accompanying caregivers/minders; and
- Date and time of the visit.

**Q11. How can I purchase the tickets for caregivers/minders? When do I have to make payment?**

Answer: Cash or credit card payments for accompanying caregivers/minders can either be made prior to the day of the visit or on the day of the visit. Cheque payments for accompanying caregivers/minders have to be made in advance (minimum 5 working days prior to the ticket collection date).

**Q12. What is the DDR identity card and where can I apply for it?**

Answer:



Front view of card

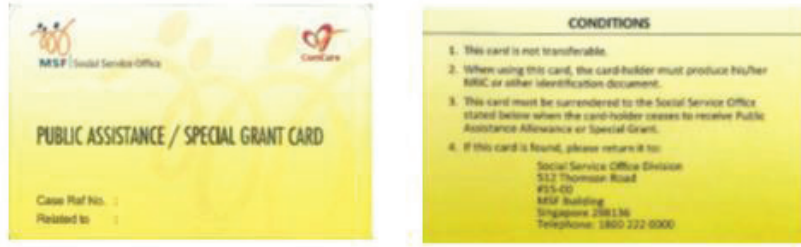


Back view of card

Application for DDR ID card (for persons with disabilities)	Application for DDR ID card (for seniors with dementia)
SG Enable Helpline: 1800-8585 885 Email: <a href="mailto:contactus@sgenable.sg">contactus@sgenable.sg</a> Website: <a href="http://www.sgenable.sg">www.sgenable.sg</a>	Alzheimer's Disease Association Caregiver Support Centre Helpline: 6377 0700 Email: <a href="mailto:infocsc@alz.org.sg">infocsc@alz.org.sg</a> Website: <a href="http://www.alz.org.sg">www.alz.org.sg</a>

**Q13. What is the PA card and where can I apply for it?**

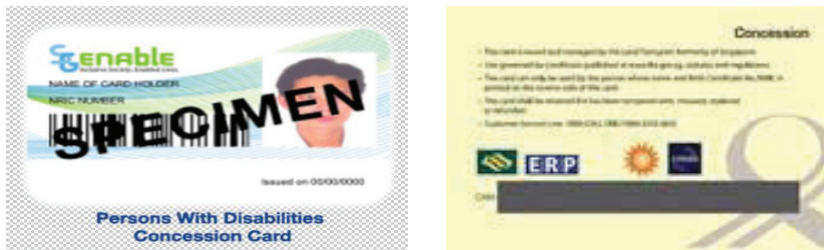
Answer:



For more details on the ComCare Long Term Assistance Scheme (also known as Public Assistance Scheme), please refer to the Ministry of Social and Family Development website at <http://app.msf.gov.sg/ComCare/Find-The-Assistance-You-Need/Permanently-Unable-to-Work>.

**Q15. What is the PTC card and where can I apply?**

Answer:



For more information on PTC card, please refer to the SG Enable website at <https://www.sgenable.sg/pages/content.aspx?path=/schemes/transport/public-transport-concession-scheme-for-persons-with-disabilities/>