



## **General FAQ**

### **Q1. What is Prudential Marina Bay Carnival all about?**

Answer: Prudential Marina Bay Carnival is in town on 15<sup>th</sup> December 2017 and transforms 25,000<sup>1</sup> square metres of the city's business centre into a giant wonderland for ardent lovers of thrill rides, carnival games, and delicious cuisines.

The Carnival occupies The Promontory and Bayfront Event Space, with more than 40 rides and games – many of which have been brought into Singapore from various European countries, including the United Kingdom, Germany and Italy, for the very first time.

Local entrepreneurs will be presenting delectable bites for the gourmand, from classic fairground favourites to local delights and even gourmet offerings. There will also be over a million plush toys from Marvel and Pixel up for grabs.

### **Q2. What is the admission fee to the Carnival?**

Answer: Admission to the Carnival grounds is free; however, there may be controlled entry for crowd control purposes on Christmas Eve and New Year's Eve.

### **Q3. What are the Carnival opening hours?**

Answer: The opening hours are 4.00pm to 11.00pm daily, and 3.00pm to 2.00am on Christmas Eve and New Year's Eve.

### **Q4. How do I get to the Carnival?**

Answer: The public is encouraged to use public transport. The Promontory and Bayfront Event Space can be accessed via the Downtown Line and the East-West MRT Line. The nearest MRT stations are the Downtown MRT station (DT17) and the Raffles Place MRT station (NS26/EW14).

**Q5. What is available at the Carnival?**

Answer: There are more than 40 rides and games with prices ranging from \$6 to \$14 for the rides and \$4 to \$8 for the games. Various programmes are also available at the Carnival and cost of food options start as low as \$4.

**Q6. Are there any priority queues?**

Answer: Cut queue tags for priority Carnival ride queues are available [here](#). You may also purchase Carnival credits [here](#).

**Q7. Are there age-restricted activities?**

Answer: Some of the rides have limitations on height and weight of riders for safety reasons. While there are no age restrictions for the many offerings at the Carnival, we encourage parents to supervise their charges and to exercise discretion. Also, most children-friendly rides are available at the Promontory.

**Q8. What are the payment methods accepted at the Carnival?**

Answer: Cash and credit cards are accepted to purchase stored credits for Carnival rides and games.

**Q9. Are pets allowed at the Prudential Marina Bay Carnival?**

Answer: Due to hygienic reasons, pets are not allowed at the Carnival.

**Q10. Are there lockers on-site?**

Answer: Lockers are not available on site.

**Q11. Are there provisions for persons with limited mobility?**

Answer: The Carnival is wheelchair accessible and several Carnival games can be played by persons with limited mobility.

## **RFID card FAQ**

### **Q1. Where can I purchase an RFID card?**

Answer: You can purchase an RFID card at the box office and also at the token boxes which are located at the Carnival.

### **Q2. How much is an RFID card?**

Answer: Each RFID card costs \$10 and the value will be stored in the card.

### **Q3. Where can the RFID card be used?**

Answer: The RFID card can only be used for payment of all Carnival rides and games.

### **Q4. How do I use my RFID card?**

Answer: You can use your RFID card at all Carnival rides and games.

### **Q5. Where do I top-up my RFID card and is there a specific top-up amount?**

Answer: You can top-up your RFID card at the token boxes within the Carnival. Also, there is no specific top-up amount for the RFID card.

### **Q6. How long can I use my RFID card for?**

Answer: You can use your RFID card until 1<sup>st</sup> April 2018. Please note that the RFID card is non-refundable.

### **Q7. How much value can I store in my RFID card?**

Answer: There is no minimum or maximum value.

### **Q8. What if I lose my RFID card?**

Answer: There will be no refund for any lost RFID card.