

General FAQs

1. What is Prudential Marina Bay Carnival?

Returning for its second edition, the Marina Bay Carnival will transform over 23,000 square metres (or 4 football fields) into a giant playground with 50 rides and games for enthusiasts and thrill seekers alike.

We are happy to garner the support of Prudential as our title sponsor for the second year running, bringing the Carnival to the heart of Singapore's city centre.

The Prudential Marina Bay Carnival is co-produced by Pico Pro and The Great European Carnival.

2. When is the Prudential Marina Bay Carnival open to the public?

The Carnival is open from 22 December 2018 to 24 March 2019, from 4pm to 11pm daily, with extended operating hours till 2am on 31 December 2018.

Please note that the Carnival is closed for private functions on

- 18 January 2019, full day
- 24 January 2019, 4pm – 7pm
- 15 February 2019, 4pm – 7pm

3. What is the admission fee to the Carnival?

Admission is free!

4. How much are the rides and games?

Prices are made more accessible this year with prices of rides ranging from \$6 to \$14 and \$5 to \$8 for games. Food and beverages are also available from \$6 onwards.

5. What payment methods are accepted at the Carnival?

All prices are in terms of (carnival) credits and all payments within the Carnival will be made via your RFID cards. For purchase and top-up of credits, we support several payment options including OCBC PayAnyone, Visa, MasterCard and UnionPay.

You may refer to the Credits and RFID Card section for more information.

6. How do I get to the Carnival?

Getting to the Carnival is simple with or without a car. Click [here](#) for transport options.

7. Are there shuttle buses?

There are no shuttle buses to the Carnival.

If you are a tourist, please check with your hotel concierge for such services.

8. Is parking available?

The nearest carpark is located at Marina Bay Sands.

Others in the vicinity include:

- Wilson carpark at Red Dot Design Museum
- Marina Bay Financial Centre
- OUE Building

9. Are there ATMs at the Carnival?

The nearest ATM is located within Marina Bay Sands. We suggest you to come prepared!

10. Are pets allowed at the Carnival?

Pets are not allowed at the Carnival. Only trained service animals (defined as any animals trained to do work or perform tasks for the benefit of an individual with a disability) are allowed into Carnival grounds.

11. Are there lockers at the Carnival?

There are no deposit areas and lockers available on site.

12. Can I rent a stroller or wheelchair?

Rental services for baby prams and wheelchairs are not available.

13. Is smoking allowed on Carnival grounds?

Smoking is not allowed on Carnival grounds. Prudential Marina Bay Carnival is a smoke-free environment.

14. Is there any particular dress code?

Proper footwear is encouraged but come as you are!

Do come dressed up for our themed dress contests and you might just stand a chance to win yourself some prizes! Subscribe to our mailing list [here](#) for regular updates, and follow us on [Instagram](#) and [Facebook](#) for carnival scoops.

15. Is there Wi-Fi on the Carnival grounds?

No, there is no public Wi-Fi at the Carnival.

16. Will the Carnival be open in the event of bad weather?

In the event of bad weather, all rides will be powered down for the safety of our visitors. For further assistance, please proceed to Customer Service. We thank you in advance for your cooperation and understanding.

Rides FAQs

17. What are some of the new rides this year?

The new centre-piece is the Wave Swinger which is making its first appearance in Southeast Asia. Flown in from Italy, this family-friendly thrill ride is a slightly shorter but badder cousin to the Star Flyer, which spins you around while taking you up 30 metres into the air giving you a panoramic view of the city.

Another new addition is the Freak Out, an adrenaline-pumping ride with gondolas attached to a swinging mast that allows for a vertical 360-degree rotation and includes unpredictable thrilling trajectories during the ride.

Check out the rest yourself at Prudential Marina Bay Carnival!

18. Where are the rides from?

Our rides are brought in from Europe, including the United Kingdom, Germany and Italy.

19. How much are the rides?

Prices are made more accessible this year with rides ranging from \$6 to \$14 (with only 1 ride at \$14).

20. Are there any priority queues?

We will have an Express Lane that will allow for faster collection of RFID cards for those who purchase credits online prior to arriving at the Carnival.

Fast track passes are also available for purchase for visitors who wish to skip the queues at selected rides.

21. Are there age restrictions for the rides?

Some of the rides have limitations on height and weight of riders for safety reasons. While there are no age restrictions for most offerings at the Carnival, we encourage parents to supervise their children and to exercise discretion.

22. Are there rides suitable for children?

Yes! The Carnival caters to all ages. There are [family-friendly rides](#) where you can take with your children and [kiddie rides](#) for the kids to enjoy among themselves. Click on the links to learn more.

Games FAQs

23. Will the soft toys differ from last year and will the unicorn return for grabs?

Yes! The all-time favourite unicorn was swooped up so quick last year but not to worry, we are bringing it back! As for the rest of the toys that are available for grabs, follow us on [Instagram](#) and [Facebook](#), to find out more!

24. How much are the games?

Prices are made more accessible this year with games ranging from \$5 to \$8.

Food & Beverages FAQs

25. Are outside food and drinks allowed in?

Outside food and drinks are not allowed in the Carnival.

26. Is the food Halal-certified?

We have one Halal-certified food stall at the Carnival. Otherwise, all dishes are prepared with no pork and no lard.

27. What is the payment mode for food?

Payment for food and beverages will be made via your RFID card.

Credits and RFID Card FAQs

28. Where can I purchase an RFID card?

You can purchase your credits online at www.marinabaycarnival.sg to join the Express Lane for collection of your RFID card.

Purchases and top-ups of credits can also be made at our Box Office at the entrance of the Carnival and Top-Up Boxes located within the Carnival premises.

29. How will online purchases for credits be issued?

An electronic ticket with an embedded QR code that is unique to you will be sent to your email address. Present the electronic ticket at the Ticket Redemption Counters at the entrance of the Carnival to claim your RFID card.

30. What type of credits are there and what are they valid for?

Credits purchased can be used for all payments at the Carnival, including for rides, games, and food & beverages. \$1 = 1 credit.

Bonus Credits that are issued by Prudential Marina Bay Carnival is only valid for rides and games. Bonus Credits are neither refundable nor transferrable.

31. How do I get Bonus Credits?

You can participate in our promotions and contests at the Carnival and stand a chance to win yourself some Bonus Credits! To keep a tab on promotions and contests available, subscribe to our mailing list [here](#) or follow us on [Facebook](#) and [Instagram](#)!

32. Can I use last year's RFID card?

Last year's RFID card is not valid for the Carnival this year.

33. Is there a deadline to purchase the credits?

Credits are available for purchase right till the last day of the Carnival on 24 March 2019. You can opt to purchase online at www.marinabaycarnival.sg to join the Express Lane for RFID card collection.

34. What is the refund policy for any unused balance?

Unused balance will not be refunded.

35. How much is an RFID card?

There is no charge for the card. Minimum amount of credits purchase required is \$10.

36. Where do I top-up my RFID card and is there a minimum top-up amount?

You can top-up your RFID card at any Top Up Boxes within the Carnival. Minimum top-up amount is \$1.

37. Where can the RFID card be used?

The RFID card can be used within the Carnival. Credits purchased can be used for all payments. Bonus Credits can only be used for rides and games at the Carnival.

38. How do I use my RFID card?

Simply pass your card to our dedicated Carnival staff located at each ride, game or food stall of your choice. The amount of credits will then be deducted from your card via our card readers.

39. How long can I use my RFID card for?

Your RFID card is valid from 22 December 2018 till 24 March 2019.

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- 24 January 2019, 4pm – 7pm
- 15 February 2019, 4pm – 7pm

40. How much value can I store in my RFID card?

The maximum amount is \$300 worth of credits (\$1 = 1 credit). More than one card will be issued if you wish to purchase more than 300 credits.

41. What if I lose my RFID card?

The organiser will not be liable for the loss, theft or damage of any RFID cards. Cardholders are responsible for safeguarding their cards alongside their personal belongings.

Programme FAQs

42. What else is there to do at the Carnival?

We have a wide variety of programmes and activities to keep you engaged, including food challenges, roving acts, a dance competition and more! Got your attention?

For the full schedule of our programmes, please subscribe to our mailing list [here](#), and follow us on [Instagram](#) and [Facebook](#)! For further enquiries, please email us at enquiries@marinabaycarnival.sg

43. Is there an entertainment schedule?

Our programmes will be updated on our website. Subscribe to our mailing list [here](#) for the latest updates or check out the website regularly.

Security and Safety

44. What are the rules and regulations of the Carnival that must be adhered to?

We encourage everyone to have as much fun as possible, and the safety of our patrons is of utmost importance to us.

Physical violence and threatening behaviour will not be accepted or tolerated at any given time. Prudential Marina Bay Carnival is committed to maintaining a safe and positive atmosphere.

Do note that the following items are prohibited on Carnival grounds:

- Alcoholic beverages
- Helmets
- Sports equipment such as hockey sticks, golf clubs, paddles etc.
- Sharp objects
- Weapons of any kind or object that appear to be weapons (toy guns, toy blasters, squirt guns, etc.)
- Folding chairs (except those with walking disabilities)
- Glass containers (excluding baby food jars and perfume bottles)
- Pets (unless they are service animals, defined as any animals trained to do work or perform tasks for the benefit of an individual with a disability)
- Tripod stands or monopod stands that cannot fit inside a standard backpack
- Wrapped objects (all objects must be able to be unwrapped for inspection)
- ALL personal mobility devices (e.g. Scooters, Skateboards, Bicycles, etc)

Additional items may also not be permitted inside the Carnival. Please use your best judgment and do not bring anything that may be potentially harmful or disruptive.

Management reserves the right to amend the list of prohibited items without prior notice.

45. Is there a limit to how many can enter the Carnival grounds?

For the comfort and safety of all Carnival patrons, there may be controlled entry when the Carnival reaches its capacity limit.

46. Are there any security checks at the Carnival?

Mandatory bag checks will be conducted prior to entry at the Carnival.

47. Are the rides safe?

Our rides went through a rigorous process of inspections by the local authorities prior to our operations.

Health & Safety notices are also displayed, which includes information such as eligibility, minimum height requirements, age and warnings for health condition.

Patrons are responsible for the use of their best judgement when deciding to ride.

48. Are there first aid kits?

Trained first-aiders are available at the Carnival at all times. Should you require medical attention, do approach our ground staff for assistance.