

General FAQs

1. What is Prudential Marina Bay Carnival?

Returning for its second edition, the Prudential Marina Bay Carnival will transform over 23,000 square metres into a giant playground with 50 rides and games for enthusiasts and thrill seekers alike. Our rides are brought in from Europe, including the United Kingdom, Germany and Italy.

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 will Prudential Marina Bay Carnival open?

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 will be closed for a private function on the 15th February 2019, 4pm – 7pm.

3. What is the admission fee to the Carnival?

Admission to the Carnival is free for all.

To enjoy our exciting rides and games, Carnival credits can be purchased. Prices of rides and games range from \$6 to \$14 and \$5 to \$8 respectively. Food and drinks are also available from \$6 onwards. Click [here](#) to purchase Carnival credits now!

For further information about our RFID cashless system at the Carnival, please see below our RFID FAQs.

4. How do I get to the Carnival and where is the nearest carpark?

Getting to the Carnival is simple with or without a car. Click [here](#) for transport options. The nearest carpark is located at Marina Bay Sands. Others in the vicinity include:

- a. [Marina Bay Open Carpark at Red Dot Design Museum](#)
- b. [Marina Bay Financial Centre](#)

5. What is different about the Carnival 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.

There are also two other new rides available at the Carnival this year. Follow us on [Instagram](#) and [Facebook](#) for our latest updates and promotions!

6. What other programmes are there at the Carnival?

We have a wide variety of programmes and activities to keep you engaged, including food challenges, roving acts, dance competitions and more. For the full schedule of our programmes, please follow us on [Instagram](#) and [Facebook](#)!

For further enquiries, please email us at enquiries@marinabaycarnival.sg

7. Are there any priority queues for rides?

Fast tracks passes are available for purchase at the Carnival entrance for visitors who wish to skip the queue at selected rides.

8. 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.

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

Carnival games will remain operational in the event of bad weather, however, certain rides will be powered down in the event of lightning risk for the safety of our visitors. We thank you in advance for your cooperation and understanding.

10. What are the facilities available at the Carnival?

Toilets and first-aid room are available at the Carnival. Wheel-chair friendly toilets are available too. Also, should you require medical attention, do approach our ground staff for assistance.

11. Are outside food and drinks allowed in the Carnival?

With an abundance of food options available at our Food Village, we kindly advise against bringing outside food and drinks into the Carnival. Also, all our dishes are prepared with no pork and lard with one Halal-certified food stall which is Meatball in a Bucket.

12. Is smoking allowed on Carnival grounds?

Carnival is a smoke-free environment and we kindly ask our guests to refrain from smoking on Carnival grounds.

13. Are pets allowed at the Carnival?

Pets are not allowed at the Carnival, however, trained service animals will be allowed into Carnival grounds.

14. Are there any bag checks and what are the rules and regulations at the Carnival that must be adhered to?

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

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 maintain a safe and positive atmosphere.

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

- Helmets
- Sharp objects
- Alcoholic beverages
- Sports equipment such as hockey sticks, golf clubs, paddles, etc.
- Weapons of any kind or objects that appear to be weapons such as toy guns, toy blasters, squirt guns, etc.
- Folding chairs (except for 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 are unable to fit in a standard backpack
- Wrapped objects (all objects must be able to be unwrapped for inspection purposes)
- ALL personal mobility devices such as 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.

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

RFID FAQs

1. What payment methods are accepted at the Carnival?

Payments for rides and games will be made via your RFID cards whereas Cash payment will be accepted at the Food Village. For purchase and top-up of credits, we support several payment options including OCBC PayAnyone, Visa, MasterCard and UnionPay. The nearest ATM is located within Marina Bay Sands.

2. Where can I purchase an RFID card?

You can purchase credits online [here](#) and 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 redeem your RFID card. Alternatively, you may choose to purchase an RFID card at the entrance of the Carnival.

3. How much is an RFID card?

There is no charge for the card, however, a minimum amount of credits purchase required is \$10.

4. Where can I top-up my RFID card and is there a maximum and minimum top-up amount?

You can top-up your RFID card at any box office located within the Carnival. Minimum and maximum top-up amount is \$1 and \$300 respectively. More than one card will be issued if you wish to purchase more than 300 credits.

5. How do I get Bonus Credits?

You can participate in our promotions and contests at the Carnival to stand a chance to win some Bonus Credits. Follow us on [Instagram](#) and [Facebook](#) to keep tabs on our upcoming promotions and contests!

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

6. What is the refund policy for any unused balance? What if I lose my RFID card?

Unused balance will not be refunded so come on down to the Carnival to have some fun and also to spend your remaining credits! Also, in the event of loss, theft or damage of any RFID cards, the Organiser will not be held liable. Cardholders are responsible for safeguarding their RFID cards and their personal belongings.

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

Last year's RFID card will not be valid at the Carnival this year.