

## **Civil Service Club @ Loyang** Frequently Asked Questions

### **FAQs: Bookings / Check-in / Rooms**

#### **1) What is the Check-in / Check-out Time?**

Check-in time is between 3pm – 7.30pm.

Check-out time will be scheduled by CSO from 8.45am to 10.30am.

#### **2) Can we request for an early Check-in / late Check-out?**

All requests are subject to availability. You may contact our Reception Office at 6581 9033 or email us at [loyang@csc.sg](mailto:loyang@csc.sg) for assistance.

#### **3) Can a member of the public book the chalets?**

Yes, our chalets are open to public. Booking is open up to 60 days. You may register an account and book online from our website.

<https://gateway.csc.sg/webclub/roomscsc/clubreg.tbred?webpage=publicoffreg>

The registration is valid only after the first booking is done and payment is made.

#### **4) How do I book a chalet online?**

You may go to our website to register an account and book online. The link below will show you the steps on how to book our chalets.

<https://www.cscchangi.sg/howtobook.pdf>

#### **5) How do I check the room rates and room availabilities?**

You may go to our website to view our room rates and room availability based on the Rate Type.

<https://gateway.csc.sg/webclub/roomscsc/clubinquiry.tbred>

#### **6) What is the minimum / maximum number of nights that I can book?**

The minimum night of stay is 1 night. Maximum night of stay is 5 nights.

#### **7) What is the minimum age allowed for check-in and check-out?**

The minimum age is 18 years old.

**8) Can I authorise my proxy to Check-in / Check-out on my behalf?**

You can authorise your proxy to check-in on your behalf if you are a member of Civil Service Club. [Click here](#) to view our authorisation form (to be submitted on the day of check-in). Do note that a copy of your NRIC and proxy's IC is required upon check-in.

**9) What if I'm not a CSC member? Can I authorise my proxy to check-in on my behalf?**

Your proxy can check-in for you first if you are Public Officers who are not a member of Civil Service Club. However, a valid Civil Service Card / Staff Pass must be produced upon check-in. Applicant must verify in person before 8pm to complete the verification process. Applicants who do not comply will be penalised for subletting of chalets.

**10) What does the authorized person need to bring for Check-In?**

On behalf of Club Member / Public:

- NRIC of Authorised Guest
- A front & back copy of Applicant's NRIC
- Authorization Letter

On behalf of Public Officers:

- NRIC of Authorised Guest
- A front & back copy of Applicant's NRIC

However, the Applicant will need to complete the verification with his / her Public Service Card (Civil Servants) / Employee's ID (Statuary Board/MINDEF/Public Healthcare) to avoid any penalty imposed.

**11) Can we cancel or amend our confirmed booking?**

There will be no refund for cancellation of confirmed bookings. You may only amend your booking if it is due to compassionate or medical reasons. Please note that all requests are subject to management approval.

**12) How many chalet units can each person book at one time?**

Each person can only book 1 chalet unit at one time and do note that subletting is strictly prohibited.

**13) Is there a Security Deposit required?**

Yes, there is a security deposit of \$200 by cash or credit card.

**14) Is there Wi-Fi available?**

Yes. We provide free Wi-Fi, the password will be given on the day of Check-In.

**15) Is there a surcharge if we hire our preferred caterer?**

Yes, there is a surcharge of \$150 for external catering. You may view our link for our approved caterers. Do note that there will be no surcharge for BBQ food.

<https://www.csc.sg/PDF/cateringinfo.jpg>

**16) Where can we rent Mahjong / Tables / Chairs?**

You can rent them from the convenience store, Aloha Café. You may contact them at 8227 6885 for more information.

**17) How many plastic chairs and tables provided?**

There are 10 plastic chairs and 1 card table in our Garden Terrace.

There are 20 plastic chairs and 2 card tables in our Seaview Bungalow / Garden Bungalow / Seaview Terrace / Pool Terrace.

**18) What is the Reception Office operating hours?**

We are open daily from 8am to 8.30pm.

**19) How many cars can park at CSC Loyang?**

We will provide 3 carpark labels. All the vehicle numbers are required on the day of check-in.

**20) Can we request for an extra mattress?**

No extra mattress is provided.

**21) Are baby cots available?**

Yes, subject to availability. Please request in advance to avoid disappointment.

**22) What is the size of the Baby Cot?**

124cm x 66cm x 79cm.

**23) Are there cutleries provided in the chalet?**

Yes, cutleries such as plates, forks, spoons and chopsticks are provided in the room according to the number of bedrooms. No additional provision available.

**24) Are there bathroom amenities provided in the chalet?**

Yes, we provide bath wash, shampoo, razor, vanity kit, sanity bag, toothbrush and toothpaste according to the number of bedrooms.

**25) Are there bath towels provided in the chalet?**

Yes, there are 8 bath towels in the Bungalow and Terraces and 6 towels in the Garden Bungalow. Additional Bath Towels will be chargeable.

### **FAQs: Dog-Friendly Bungalow**

**1) Are pets allowed at the premises of the Resort?**

Dogs are only allowed within the 3 dog friendly chalet units and the dog friendly zone. There will be a penalty of \$250 per pet imposed if pets are brought in illegally.

**2) How many dogs are allowed in the Bungalow?**

Only 4 dogs per chalet unit are allowed to stay overnight after 1030pm. There are no restrictions in the number of dogs in day time.

**3) Are other pets welcome in the dog-friendly chalets?**

Currently only dogs are allowed in the dog-friendly chalets. As much as the chalets are communal spaces and that families should be able to enjoy the chalets with their pets, the design of the chalets does not allow proper containment of cats and other smaller pets such as hamsters and rabbits. Such pets can easily escape through many areas of the chalet.

**4) What are the amenities provided in the Dog-Friendly Bungalow?**

We provide 4 dog bowls, 4 dog beds and a goodie bag (while stock lasts). There is also a wash area made for Dogs at the balcony.

### **FAQs: Swimming Pool**

**1) Is the swimming pool open to Public?**

The swimming pool is for our chalet guests and Civil Service Club members only.

**2) How many guests can I bring to the swimming pool during my chalet stay?**

There is no limit for the number of guests allowed.

**3) Are there towels provided at the swimming pool?**

We do not provide towels at the swimming pool.

**4) What is the swimming pool operating hours?**

The swimming pool opens from 830am to 9pm.  
Last entry will be at 830pm.

## **FAQs: Wedding / Solemnization**

### **1) Are we allowed to host a Wedding / Solemnization in the chalet / premises?**

Wedding events are applicable to Club Members only and is subject to Management's approval.

Do note that only the Bungalows listed below can be use to host a wedding:

- Seaview Bungalow 1 or 2
- Garden Bungalow 3 or 5

Unauthorized solemnization of marriage, wedding ceremony is not permitted within the premises. Rates booked using a Priority Code will be converted to Public rates. Booking will be cancelled without refund and a penalty of **\$1500** per chalet will be imposed. The applicant will be barred for 4 years from booking the Clubhouse.

You may drop us an email to [loyang@csc.sg](mailto:loyang@csc.sg) so that we can assist you further.

### **2) How many days in advance can I book a chalet for my wedding?**

Members or Public Officers may book up to 180 days in advance.

Public may book up to 60 days in advance.

Subletting of the chalets is strictly prohibited. Rates booked using a Priority Code will be converted to Public rates. Booking will be cancelled without refund and a penalty of **\$500** per chalet will be imposed. The applicant will be barred for 4 years from booking the resorts.

### **3) Can I book a chalet for my relative / friend / proxy's wedding ceremony or solemnization?**

No, you can only book the chalet for your own wedding.

### **4) Is there anything that I need to know in order to hold my wedding at CSC Loyang?**

You may wish to take note of the following:

- There is a Surcharge of **\$300** for Wedding or Solemnization.
- There is an additional surcharge of **\$200** for usage of lawn.
- Setting up of tentages and geazebo are not allowed at the lawn.
- A refundable security deposit of \$500 upon check-in.
- Gate Crash and *Kompany* is allowed. *We hope for your kind understanding to maintain the peace and serenity within and around the Resorts.*
- No Washing of Cutleries at the premises of the chalet unit.
- No Open-Fire Cooking is allowed.
- Should you wish to place a *Wedding Dias* or *Altar* at the chalet, kindly approach our CSO for more information on our guidelines.