

Civil Service Club @ Loyang

Frequently Asked Questions



FAQs: Booking / Check-In

1. What is the Check-In / Check-Out time?

Check-In time is 3pm – 6pm (Room availability is subject to staggered check-in arrangement). Staggered Check-Out timings are implemented to minimize crowding and reduce waiting time. Check-Out time will be made known upon Check-In, between 10.30am – 11.30am.

2. Can we request early Check-In / late Check-Out?

All requests are subject to availability. You may contact Reception Office at 6581 9033 or 6582 8006 or email us at loyang@csc.sg for assistance.

3. Can a member of the Public book the chalet?

Yes, our chalets are open to Public. Advance booking is open up to 60 days. [Click here](#) to register an account and book online from our website. The registration is valid only after the first booking is done and payment is made. [Click here](#) for the guide on how to book.

4. How do I check the room rates and room availability?

[Click here](#) to view the room rates and room availability. Kindly ensure the right field is selected.

5. What is the minimum and maximum number of nights I can book in 1 transaction?

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

6. What is the minimum age for Check-In and Check-Out?

The minimum age is 21 years old.

7. Can we authorise a family member / friend to Check-In and Check-Out on our behalf?

You can authorise your proxy to Check-In on your behalf if you are a member of Civil Service Club. [Click here](#) to obtain our authorisation form (to be submitted on the day of Check-In). Do note that your proxy will have to produce their NRIC for verification upon Check-In. Safe management measures apply.

8. What does the authorised person need to bring for Check-In?

On behalf of CSC Member / Public Officer / Public:

- NRIC of Authorised Guest
- Valid Public Service Card / Staff Pass
- Authorisation Letter

However, should the **Main Applicant be a Public Officer, he/she must**:

- a) Be present at the counter with Staff Pass / Public Service Card before 8pm to complete the Check-In verification process **OR**
- b) Send the Authorisation Form with Staff Pass / Public Service Card (*please mask the NRIC number if there is any*) via **work email address** 1 week before date of stay.

In the event if all of the above are not met, the room rates will be converted to Public Rates.

9. 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 reason. Please note that all requests are subject to management approval. Decision is final and no appeal shall be entertained.

Cancellation and refund requests that do not meet with the above conditions will be subjected to the following refund terms:

NOTICE PERIOD	AMOUNT
Less than 14 days	No refund available
Less than 30 days	25% of booking value to be refunded
Less than 60 days	50% of booking value to be refunded
More than 60 days	90% of booking value to be refunded

10. How many chalets units can each person book at one time?

One person can only book 1 chalet unit at any one time. Do note that subletting is strictly prohibited.

11. Is there a Security Deposit?

Yes, there is a mandatory Security Deposit of \$200 by Cash or Credit Card (No Amex).

12. How do we get the refund for Security Deposit if we were to use Credit Card method?

The Security Deposit of \$200 will be collected under "Card Verify" instead of "Sales". It is a holding amount which will be auto released in 7 days for Credit Card and 4 weeks for Debit Card respectively.

During the day of Check-Out, we will void off the receipt of \$200 backend so as to ensure that there is no sales transaction took place.

13. How are the allowed accommodation arrangements for individual chalet?

- After 11.00pm, the club will not hesitate to evict guests if the rooms are noisy or rowdy.
- To maintain the serenity and exclusivity of the premises, the maximum number of guests in the room (after 11pm) is as follows: See table below for details.

Chalet Type	Day Occupancy	Night Occupancy
Garden Terrace	20 pax	6 pax
Pool / Seaview Terrace	40 pax	8 pax
Sea View / Garden Bungalow		
Dog-Friendly Bungalow		

14. Can we use the chalet for a ticketing event (eg. rave party, etc)?

▪ **Unauthorised solemnisation of marriage, wedding ceremony, religious activity, political activities, corporate event, ticketing event or activity is not permitted within the premises.** Booking will be cancelled without refund and an additional penalty of \$1,500 per chalet will be imposed. The Main booker will be barred for 4 years from booking of Club facilities.

FAQs: BBQ Pits (Operated using Charcoal)

1. Can we book a BBQ Pit without booking a chalet?

No. Each BBQ Pit is assigned to individual chalet units.

2. How can we go about booking a BBQ Pit?

No advance booking is required. BBQ activities are to end by 11.00 pm.

3. What is the size of the BBQ Pit?

0.7m X 0.64m.

FAQs: Catering

1. Can I engage a Buffet Caterer?

The Club offers catering services. [Click here](#) to view approved list of Caterers. A surcharge of \$150 applies for External Caterers.

Buffet catering setup along corridor is strictly not allowed for Garden Terrace due to Fire Safety Route Escape. No Open-Fire Cooking is allowed.

FAQs: Rooms

1. Are pets allowed in the chalet?

Pets are not allowed within the chalet and Clubhouse premises. Penalty of \$250 per pet shall be imposed if pets are brought in illegally. **The Dog Friendly Bungalow in CSC @ Loyang is the only exception.**

2. Can we request for extra bath towels?

No. The quantity of the bath towels provided is depending on the number of Night Occupancy of the chalet unit.

3. Can we request for extra mattress?

No, we do not provide extra mattress due to fire safety regulation.

4. Is Baby Cot available?

Yes, subject to availability. Please email in to loyang@csc.sg to request in advance to avoid disappointment.

5. What is the size of the Baby Cot?

124cm x 66cm x 79cm

6. Is there Wi-Fi available?

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

7. Are there cutleries provided in the room?

Yes, basic cutleries such as bowls, plates, forks, spoons, chopsticks are provided in the rooms. You will be given an inventory list upon Check-In. No additional provision available.

8. Are there bathroom amenities provided in the chalet?

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

9. How many cars can park at CSC Loyang?

We will provide 2-3 carpark labels. Vehicle numbers are interchangeable during the stay.
You may provide the vehicle numbers for registration on the day of check-in (regardless day/over-night parking).

Chalet Type	No. of Vehicles
Garden Terrace	2 vehicles at any point of time
Pool / Seaview Terrace	3 vehicles at any point of time
Sea View / Garden Bungalow	3 vehicles at any point of time
Dog-Friendly Bungalow	3 vehicles at any point of time

10. Are we allowed to set-up any Bouncing Castle?

As long as it does not run on a motorized machine (only self-pump bouncy castle is allowed) and does not exceed the measurement of **1.6m x 2.0m**.

Do note that setting up of bouncy castle on the grass patch is not allowed and it can only be placed on the pavement area.

Unauthorised event set-up / play equipment / sound system is not permitted in the premises. A penalty of \$500 will be imposed for failure to adhere to the house rules.

11. How many plastic chairs and tables are provided?

Chalet Type	Plastic Chairs	Card Table
Garden Terrace	10	1
Pool / Seaview Terrace	20	2
Sea View / Garden Bungalow		
Dog-Friendly Bungalow		

12. Are there mahjong set available for rental?

Yes, you may rent it from our Convenience Store (Aloha Café).
Do contact them at **8227 6885** for the rates.

Their operating hours are as follow:

Mon – Thu: 1100hrs – 1900hrs

Fri, Sat, Sun and PH: 1100hrs – 2000hrs

13. What is the Reception Office operating hours?

We open daily from 0800hrs to 2030hrs.

Duty Officers can be contacted at 9670 8445 after office hours.

FAQs: Dog-Friendly Bungalow

1. Are pets allowed in the chalet?

Dogs are only allowed within the 4 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 Dog-Friendly 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 Bungalow?

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 and 4 dog beds. There is also a wash area made for Dogs at the balcony.

FAQs: Wedding / Solemnisation

1. Are we allowed to host a Wedding / Solemnisation in the chalet and/or its premises?

- Wedding / Solemnisation booking is exclusively for **Club Members'** only.
- Booking window will be open-up up till 180 days in advance.
- No booking of Chalets for relative, friends or proxy's wedding ceremony / solemnization.
- **Booking can only be made through walk-in or via email only**
- A refundable security deposit of **\$500** upon check-in by Cash or Credit Card (No AMEX).
- Additional Surcharges:
 - **Wedding Surcharge: \$300**
 - **Usage of Lawn: \$200**
 - **Setting-up Tentage / Gazebo: \$300**
- Booking will only be confirmed upon submission of the Notice of Summary of Marriage. You will be able to retrieve the document 3 months before your wedding date.
- No unauthorized solemnization of marriage or wedding ceremony. 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 resorts.
- **Unauthorised event set-up / play equipment / sound system is not permitted in the premises. Main booker will be charged an additional penalty of \$500.**
- Gate Crash and *Kompong* is allowed. *We hope for your kind understanding to maintain the peace and serenity within and around the Resorts.*
- Mass washing of cutleries at the premises of the chalet unit apart from the Kitchen is strictly prohibited.
- No Open-Fire Cooking is allowed.
- Should you wish to set up any additional equipment, kindly approach our CSO for more information on our guidelines. Strictly no hacking and drilling is allowed.
- The following chalets are allowed for booking:

➤ Seaview Bungalow 1	➤ Seaview Bungalow 2
➤ Garden Bungalow 3	➤ Garden Bungalow 5

FAQs: Swimming Pool

1. Is the swimming pool open to Public?

No, access to the Swimming Pool is exclusively to CSC Members and Chalet Guests only.

2. I am a chalet guest; how can I access the swimming pool?

Chalet stayers are to present the room key card to the lifeguard, for verification purposes, in order to access to the swimming pool. Access will be denied without room key card.

3. I am a CSC Member; can I bring my guest to the Swimming Pool?

Yes, a CSC member can bring up to 4 guests to the Swimming Pool.

Entry fee per guest is applicable and will be collected at the Reception Office.

Mon to Fri - \$2 per entry per guest

Sat, Sun & Public Holiday - \$3 per entry per guest

4. Can my children below 12 years old swim in the deep pool without adult supervision?

No, children under 12 years old must be accompanied by a responsible adult at all times.

5. Are there towels provided at the Swimming Pool?

We do not provide towels at the swimming pool.

6. What are the operating hours for the Swimming Pool?

The operating hours are 0830hrs to 2100hrs.

Last entry will be at 2000hrs.

FAQs: Priority Code

1. Who is entitled to use the Priority Code?

The Priority Code is entitled to Civil Servants, Statutory Board, Public Health Org & MINDEF (Staff only) who are not Civil Service Club Members. Public Service Card (Civil Servants) / Staff Card are required upon Check-In.

2. Can I use the Priority Code if I am a National Service Full-time (NSFs)?

Please note that National Service Full-time (NSFs) are considered members of Public. For members of Public, you do not need to key in any Priority Code and rates will be under Public rates.

3. Do I need to key in the Priority Code if I am a Civil Service Club Member?

No, the Priority Code is only for Public Officers who are not Civil Service Club Members.

4. How do I key in the Priority Code?

Public Officers are to login using their ID and keyed in under "ENTER PRIORITY CODE." The special rates apply to chalet units at all CSC chalet properties (CSC @ Changi I, CSC @ Changi II & CSC @ Loyang).

5. Where do I get the Priority Code?

The Priority Code can be obtained from the Flex-work Ambassadors.

Below Priority Code is effective from **29 September 2023 to 28 September 2024**.

Category	Priority Codes
Civil Service	CS2311
Statutory Board	SB2344
Public Health Organisations & Mainstream Universities (<i>Full-Time Staffs only</i>)	PU2333
MINDEF (<i>Regulars and staff only, excluding National Service Full-time</i>)	MS2322