

Booking and Programme Information:

How can I make a booking?

- To make a booking, please use NHB's central booking portal: BookMuseums. Bookings should be made at least 6 weeks in advance. It's recommended to log in with your Singpass for ease of access. For any queries or assistance, feel free to contact NHB_Digital_Services@nhb.gov.sg.

How many pax can be booked under 1 account?

- Depending on class size, a maximum of 30 pax can be booked per programme, subject to availability. There is no limit to how many bookings one account can make.

What is the cost per child and adult?

- The programme cost per child varies between \$5 and \$8 for self-guided programmes and \$15 to \$20 for facilitated programmes. Accompanying adults, up to 15 pax, will be free of charge. For international schools or schools not registered under ECDA, admission fees apply.

Is there any waiver for teachers?

- Yes, teachers and accompanying adults up to 15 pax will be free of charge. Additional adults will have to pay programme fees according to the programme booked. For international schools or schools not registered under MOE/ECDA, admission fees apply.

What programmes are suitable for certain age groups?

- For children aged 4 and below, we recommend the Self-Guided Visit: Little Explorer's Adventure & Learning Journey: Little Time Travellers.
- For 5 and 6 years old (K1-K2), we offer a fully facilitated programme, Workshop: Let's Ship and Shop. Additionally,
- for 5 years to 9 years old (K1 to P3), we have two facilitated programmes: Spice Quest and WonderBot's Garden Party.

**See attached table for full school programme listings and details*

I see that your programme is for 5yo and above. Can my 4yo sign up for the programme?

- Our programme content and materials are designed for children aged 5 and above. However, teachers can exercise discretion to determine the suitability of the programme content for younger children based on their developmental stage.

**See attached table for full school programme listings and details*

What does it mean if my booking status is "Pending"?

- When your booking status is marked as "Pending," it means that your visit is not yet confirmed. This status depends on the availability of our docents, who guide the tours. While we understand that teachers may have already communicated with parents about potential visits, it's important to note that a "Pending" status does not guarantee a confirmed visit.
- We reserve the right to cancel pending bookings up to 30 days before the scheduled visit if we cannot secure a docent. Therefore, kindly await our confirmation before making any further arrangements. As we do our best to accommodate all bookings, your patience and cooperation are greatly appreciated.

I wish to bring our group of Secondary school students with special needs to the museum.

- Unfortunately, our museum exhibit and space are designed primarily for 12-year-olds and may not be suitable for students with special needs. We suggest considering other museums with more suitable content and facilities for your students.

What is the maximum number of pax per session?

- Each session can accommodate up to 100 pupils and teachers. However, depending on the programme, there may be different capacity limits. If you have 1-5 more pupils than the stated number, kindly go ahead to make a booking and indicate under remarks the actual number of pupils or send an email to nhb_cmsg_edu@nhb.gov.sg.

**see attached schedule for the number of pax for each programme*

Payment:

Do I have to pay once I make a booking?

- Payment will be processed after the museum visit. Schools will be billed based on the actual number of pupils and adults present on the day of the visit. Once a booking is made, a school billing form will be sent via email. Kindly fill out the form and send it back to nhb_cmsg_edu@nhb.gov.sg for invoicing purposes.

Can I request a quotation?

- Upon successful booking on the portal, you will receive an email with the programme costs. This email can be used as a quotation. Unfortunately, we are unable to provide official quotations separately.

Communication and Support:

What is the typical response time for email enquiries?

- We aim to respond to email inquiries between Wednesday to Friday, 9 am to 6 pm, within 3-4 working days. Alternatively, you can visit our CMSG website for more information on school programmes and booking procedures.

What is the average wait time for a response to a phone enquiry?

- Phone inquiries will be responded to within 3-5 working days. For quicker assistance, we recommend emailing us as our team managing school programmes also handles daily operations. Alternatively, you may call **Ms. Lydia, at 6989 5022 on Tuesdays to Thursdays, from 2pm to 4pm.**

What is the link access to “learn”?

- You can access our educational resources and programme information at go.gov.sg/cmsgschool.

Recce and Logistics Arrangement:

Can I come down for a recce without a child?

- Yes, you can arrange a reconnaissance visit on Wednesdays at 2.30 pm by appointment only. Once the school booking is made, teachers can email nhb_cmsg_edu@nhb.gov.sg to schedule a recce for up to 3 staff. Please remember to bring along your staff pass or NRIC on the day of the visit.

Is there a snack area?

- Yes, we have a sheltered snack area available. Upon arrival, please inform the museum staff if you require access to the snack area. Kindly note that it operates on a first-come, first-served basis.

I’ve signed up for this programme at level 1. Can my pupils explore level 2?

- After an initial exploration of around 30 minutes in your designated programme venue, school groups may proceed to other galleries in the museum.

Additional Information and Policies

Does CMSG provide RAMS?

- We offer a sample of RAMS designed generically for all schools. Teachers can use it as a reference when designing their own RAMS. Please write in to nhb_cmsg_edu@nhb.gov.sg

I've missed the 6 weeks in advance mark. Can I still make a booking?

- Please email nhb_cmsg_edu@nhb.gov.sg with the required details for late booking inquiries. However, late bookings are subject to availability.

Name of school:
Date of visit:
Time of visit: <i>(please note that the museum operates by timeslots)</i>
School Programme:
No. of pupils:
No.of adults:

Can I visit the museum without signing up for any school programme?

- All visits must be associated with a programme. However, we offer guidance for those interested in general visits.

My school bus may arrive late on the day of the visit. Will there be a time extension for our museum visit?

- We are unable to accommodate time extensions as museum visits are timed entries for the next group of visitors.

Full school programme listings and details

School Programmes			
S/N	Programme title	Programme Fee	Museum Admission Fee
1	Learning Journey: Spice Quest 5 years and above	\$15 (price before GST) \$16.35 (price after 9% GST) - inclusive of facilitated tour & Discovery Booklet	MOE/ECDA schools: Pupil - \$0 Adult - \$0 Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)
2	Learning Journey: WonderBot's Garden Party End date: 17 April 2024 5 years and above	\$15 (price before GST) \$16.35 (price after 8% GST) - inclusive of facilitated tour & Discovery Booklet	MOE/ECDA schools: Pupil - \$0 Adult - \$0 Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)
3	Self-guided visit: A Voyage Back in Time 5 years and above	\$8 (price before GST) \$8.72 (price after 9% GST) - inclusive of Discovery Booklet	MOE/ECDA schools: Pupil - \$0 Adult - \$0 Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)
4	Self-guided visit: A-maze-ing Birthday Party End date: 17 April 2024 5 years and above	\$8 (price before GST) \$8.72 (price after 9% GST) - inclusive of Discovery Booklet	MOE/ECDA schools: Pupil - \$0 Adult - \$0 Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)
5	Self-guided visit: Little Explorer's Adventure	\$5 (price before GST) \$5.45 (price after 9% GST)	MOE/ECDA schools: Pupil - \$0 Adult - \$0

	<p>End date: 17 April 2024</p> <p>4 years and below</p>	<p>- inclusive of a set of CMSG stickers</p>	<p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>
6	<p>Workshop: Let's Ship and Shop</p> <p>End date: 23 May 2024</p> <p>K1 and K2 only</p>	<p>\$20 (price before GST) \$21.80 (price after 9% GST)</p> <p>-inclusive of full 1hr45mins of facilitated tour, hands-on activities, pre and post activities, take-home craft kit</p>	<p>MOE/ECDA schools: Pupil - \$0 Adult - \$0</p> <p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>
7	<p>Self-guided visit: Land, Sea & Air</p> <p>End date: 17 April 2024</p> <p>K1 and K2 only</p>	<p>\$8 (price before GST) \$8.72 (price after 9% GST)</p> <p>- inclusive of Discovery Booklet - includes loose parts play segment at Lewin Terrace/Discovery Room</p>	<p>MOE/ECDA schools: Pupil - \$0 Adult - \$0</p> <p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>
8	<p>Self-guided visit: Explore Jobland with WonderBot</p> <p>End date: 17 April 2024</p> <p>K1 to P2 only</p>	<p>\$8 (price before GST) \$8.72 (price after 9% GST)</p> <p>- inclusive of Discovery Booklet</p>	<p>MOE/ECDA schools: Pupil - \$0 Adult - \$0</p> <p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>
9	<p>Self-guided visit: Adventures in the Hawkerverse</p> <p>Start date: 28 May 2024</p> <p>5 years and above</p>	<p>\$8 (price before GST) \$8.72 (price after 9% GST)</p> <p>- inclusive of Discovery Booklet</p>	<p>MOE/ECDA schools: Pupil - \$0 Adult - \$0</p> <p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>
10	<p>Learning Journey:</p>	<p>\$15 (price before GST)</p>	<p>MOE/ECDA schools:</p>

	<p>Tingkat Tales</p> <p>Start date: 28 May 2024</p> <p>5 years and above</p>	<p>\$16.35 (price after 9% GST)</p> <p>- inclusive of facilitated tour & Discovery Booklet</p>	<p>Pupil - \$0 Adult - \$0</p> <p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>
11	<p>Learning Journey:</p> <p>Little Time Travellers</p> <p>Schools to write in to indicate interest</p> <p>4 years and below</p>	<p>\$15 (price before GST) \$16.35 (price after 9% GST)</p> <p>-Inclusive of facilitated tour & sticker sheet</p>	<p>MOE/ECDA schools: Pupil - \$0 Adult - \$0</p> <p>Non-MOE/ECDA purview: Pupil - \$10.90 (price after 9% GST) Adult - \$16.35 (price after 9% GST)</p>

Schedule

2 Jan (Tue) – 17 April (Wed)

		Tuesday	Wednesday	Thursday	Friday	
9am		Workshop: Let's Ship and Shop (40 pax) *Lewin Terrace/Discovery Room			Workshop: Let's Ship and Shop (40 pax) *Lewin Terrace/Discovery Room	
					Self-Guided Visit: Land, Sea, and Air (40 pax) *Lewin Terrace/Discovery Room	Learning Journey: Little Time Travellers (30 pax) *every last Friday of the month
					Self-Guided Visit: Little Explorer's Adventure (20 pax)	
11am		Learning Journey: Spice Quest (30 pax)	Learning Journey: WonderBot's Garden Party (30 pax)			
		Self-Guided Visit: A-maze-ing Birthday Party (30 pax)	Self-Guided Visit: A Voyage Back in Time (30 pax)			
		Self-Guided Visit: Little Explorer's Adventure (20 pax)	Self-Guided Visit: Explore Jobland (20 pax)			
2pm		Self-Guided Visits: 1) A Voyage Back in Time 2) Explore Jobland 3) A-maze-ing Birthday Party 4) Land, Sea, and Air (60 pax)			Children's Museum Singapore 2	
		Self-Guided Visit: Little Explorer's Adventure (20 pax)				

18 April (Thu) – 23 May (Thur) *Full Closure (23 & 24 April) , 24 May (Media Purview)



	Tuesday	Wednesday	Thursday	Friday
9am	Workshop: Let's Ship and Shop (40 pax)		Self-Guided: Land, Sea and Air (40 pax) <i>*Lewin Terrace & CMSG</i>	
11am	Learning Journey: Spice Quest (30 pax)			
2pm	Self-Guided: 1) A Voyage back in Time 2) Land Sea Air (40 pax) <i>*Lewin Terrace & CMSG</i>	Self-Guided: Land, Sea and Air (40 pax) <i>*Lewin Terrace & CMSG</i>		