

Book a Venue in Parks

1. How can I find out more about the venues in the parks?

You can find out more about the venues in the parks, such as the size and capacity, via our [Venue Booking System](#). You can further refine your search through the filter functions provided (such as no of persons, indoor/ outdoor, type of use) and the system will list out the venues which best suit your needs.

2. Can I do a temporary booking? When will I need to make the payment for the Usage Fee? What happens if I don't wish to proceed with the booking?

You should still make your application via the [Venue Booking System](#), even if it's a tentative booking, so that the venue can be reserved while the application is being processed.

For chargeable venues, a Payment Advice will be emailed to you for payment of the Usage Fee. If payment is not made within the specified period, the application will be automatically rejected. Do note that the application for the venue is approved upon receipt of the payment.

3. Can I arrange to see the venue first before making a booking?

Yes, but before doing so, we advise you to first book the venue via the system, so that you can secure the date for your event. Upon receiving your application, our Parks colleagues will contact you to find out more about your event as well as to arrange for a site recce.

4. Are there Usage Fees applicable to book the venues?

Yes, you may be required to pay a Usage Fee and taxes, such as goods and services tax (GST) for the use of some venues. The information on the venue charges is reflected under 'Venue details'. Do note that the approval of the application and venue reservation is subject to full payment of the Usage Fees by the Applicant to NParks.

5. How do I pay for the venue that I have booked? What kind of payment does VBS accepts?

You can log into the [Venue Booking System](#) to make payment for the venue with a credit card.

6. How can I cancel my venue booking after it has been approved?

You can log in to the [Venue Booking System](#) to cancel the application. Do note that cancellation charges apply:

- 30 days or more before the commencement of the event

A cancellation charge of 20% of the prevailing Usage Fees, or \$50 (whichever is higher) shall be imposed for any cancellation made.

- Less than 30 days prior to the commencement of the event

A cancellation charge equivalent to the full Usage Fee shall be imposed for cancellations made.

7. How do I know if I have successfully placed my bookings for the venue?

You will receive an email notification from NParks with the Subject '*Booking Acknowledgement for Park Venues*' to indicate that your application has been received.

8. There is already an existing booking at my preferred venue/date. Can I be placed on a waiting list? How?

If your preferred venue/date has been booked, please consider alternative venues or dates for your event.

9. Must I be present at the event if I am the one who booked the venue?

There is no need for the applicant to be present at the event. However, you should remain contactable during the event for urgent matters.

10. I need to make a booking urgently within 30 days. How do I proceed?

You should submit the completed application at least 1 calendar month before the commencement of your event. We regret that we are unable to accept last minute bookings.

11. I would like to book other parks and playgrounds not listed in the Venue Booking website, how do I apply for its use?

To apply to use other parks and playgrounds not listed in the Venue Booking website, please send an email with the details of your booking request to NParks_Public_Affairs@nparks.gov.sg.

Sign Up / Log In to Book a Venue

12. Why do I need to sign up for an account in the Venue Booking System?

Applicants who wish to book a venue in our parks will be required to [Sign Up](#) to create an account through the Venue Booking System. After you have signed up, you will be able to [Log In](#) anytime to monitor the status of your booking application easily, make payments, track past bookings as well as amend your bookings at your convenience. You also need not fill in your particulars again for subsequent venue applications.

13. What information do I need to sign up for an account?

You will be prompted to provide your personal particulars and contact details. For subsequent visits, you can simply [Log In](#) to the Venue Booking System using your NRIC number and password.

14. I am making a booking on behalf of my company. Do I still need to sign up with the Venue Booking System?

Yes, you will be required to [Sign Up](#) to create an account with NParks if you wish to book a venue in our parks. When you are making the booking, you can indicate that you are making the booking on behalf of your organisation.

15. How will I be notified that I have successfully signed up and created an account?

You will receive a system-generated email notification from NParks when your account has been successfully created. Subsequently, you can log into the [Venue Booking System](#) to manage or update your bookings easily.

16. I have been informed that my account has been banned as I have not logged into the system for more than 90 days. What should I do?

You may call the NParks helpline at 1800-471-7300 to request the re-activation of your account.