

FAQ for Bungalows

About Bungalows – General

1. What time does NSRCC Bungalow Office open for booking and what is the check-in and check-out timing?
 - a. Bungalow office opens from 9am to 7pm for booking and enquiries.
 - b. Check-in time is from 2pm to 7pm and check-out time is from 9am to 10.30am.
2. Can we do an early check-in or late check-out?
 - a. No early check-in or late check-out is allowed.
3. How do I make a reservation?
 - a. For NSRCC members, bookings can be made by calling our Bungalow Reception at 6542 2036, or online at https://myresort.nsrcc.com.sg/asp_bungalow_app_single_new/index.asp, you may also walk in to our Bungalow office from 9am to 7pm.
 - b. For non-members, bookings can only be made online or walk-in.
4. What are the rates & the room availability?
 - a. You may visit our website at <http://nsrcc.com.sg/bungalow/rates> for the rates applicable
 - b. To check for room availability, you may refer to: https://myresort.nsrcc.com.sg/asp_bungalow_app_single_new/EnquireAvailableRooms.asp or drop us a call at 6532 2036.
5. I am a SAFRA member, how do I make the booking online?
 - a. Simply register yourself as a non-member and select the relevant category to enjoy the SAFRA rate. Upon successful registration, you may then login through the non-members' page to make a booking.
6. Is there a deposit required?
 - a. For non-members, a \$100.00 refundable deposit will be collected upon your booking and will be refunded during your check-out (less any incidental charges).
7. What is the cancellation policy?
 - a. For peak period, a 20% cancellation fee of your total Bungalow rental will be levied if you cancel more than 14 days prior to your arrival; 50% of total Bungalow rental fee if you cancel less than 14 days prior to arrival. For bookings during off-peak period, a 20% cancellation fee of your total Bungalow rental will

be levied if you cancel 7 days before your arrival date; 50% cancellation fee of your total Bungalow rental if you cancel less than 7 days prior to your arrival.

8. Can I authorize someone on to check in and check out?
 - a. Yes. You may authorize someone to check-in and check-out on your behalf as long as they are 21 years of age and above. They have to present your signed authorization form on the day of check-in along with their NRIC for verification. Supporting documents to justify the rental paid must be presented as well. For more details, please call us on 6542 2036 anytime between 9 am to 7 pm.
9. Can we book the bungalow for day use?
 - a. Currently, we do not have bungalows for day use. Once rented, it will be charged the same as 2 days 1 night.
10. Is there a corporate package for booking the bungalows to hold meeting and seminar?
 - a. Yes, we have a function package for our corporate clients. The price are charged at SAFRA rate. Deposit will be required at 50% of the total amount of the event package.

About Bungalows – Operations

1. What are the types of Bungalow you guys offer?
 - a. Our Bungalows are all standard 2 storied units.
2. How many bedrooms and beds are available in the Bungalow?
 - a. We have 2 bedrooms each with 2 single beds. Additional mattress if required can be rented from our Housekeeping.
3. Is there mahjong set for rental?
 - a. You get to enjoy a complimentary mahjong set for your stay (except corporate units which is chargeable at \$10 per day).
4. Does your Bungalow have refrigerator or microwave?
 - a. Yes, both are provided.
5. Is the Bungalow air conditioned?
 - a. Our Bungalows have an air-conditioner in the living room and each bedroom.
6. How many cars can I register at your Bungalow?
 - a. You may register a maximum of two vehicles. First car will be complimentary, while the second car will be chargeable.

About Bungalows – Facilities

1. Do you have Wi-Fi available?
 - a. Complimentary Wi-Fi is available in each bungalow. To gain access, simply accept our Terms & Conditions from the pop-up screen.
2. What kind of facilities can I expect to enjoy at NSRCC?
 - a. We have a bowling center with(?) includes Games room and Karaoke, Basketball court, Soccer court, Tennis Court, Billiards, Fitness Center, Bicycle Rental and many more. Please head on to our NSRCC website for a full list of our Facilities.
3. Does NSRCC have any food outlets to dine in?
 - a. For your dining pleasure, there are the Passion Café, Fu Lin Men Restaurant and Sky Bistro. A bistro café serving western and local fares can be found at the bowling center.
4. Does NSRCC have any convenience store?
 - a. For the convenience of our bungalow users, a small sundry store is located at The Promenade adjacent to the Fitness Centre.
5. Is there a swimming pool and what is the operating hours?
 - a. The swimming pool is located near our bungalow reception. The swimming pool operating hours is from 8am to 9pm daily. Pool may be closed for urgent maintenance on ad-hoc basis.
6. Is there nursing room facilities?
 - a. No, we do not have nursing room facilities in NSRCC.
7. Any prayer room available?
 - a. Regrettably, there are no prayer rooms available in NSRCC.

About Bungalows – Rule & Regulations

1. Does your Bungalow allow Pets?
 - a. Strictly no Pets are allowed within the Resort and Clubhouse premises.
2. Do you allow musical instruments or sound system to be brought into the Bungalow?
 - a. To maintain the serenity within the bungalow compound, no musical instruments or sound system is allowed.
3. Is smoking permitted in the Bungalow?
 - a. Smoking is not allowed in the Bungalow. You may only smoke at designated areas.
4. How many people is allowed to visit or to stay overnight?
 - a. A maximum of ten (10) persons are allowed in the Bungalow at any point of time before 11pm. Only up to eight (8) persons are permitted to stay overnight.

Subjected to changes based on the current government advisory.

5. Are we able to decorate our units for celebration?
 - a. Elaborate decorations are not allowed in and out of the Bungalow. Light decorations can be done, however, any damages to the Bungalow will incur charges.
6. Is cooking allowed in the bungalow?
 - a. Yes, there is an induction cooker in the bungalow, it comes with a steamboat pot and a wooden ladle.
7. Is there a BBQ pit available? Do we need to rent it?
 - a. Yes, every Bungalow unit comes with a complimentary BBQ Pit, hence you do not have to rent the BBQ Pit.
8. Can we engage our own caterer or do we have to hire from your Resort's approved list of caterer?
 - a. You may engage your own caterer, however, we will not be responsible for any damages or expenses.
9. Are we allowed to hold Solemnisation ceremony in the bungalow?
 - a. Yes, we allow Solemnisation ceremony in the Bungalow, however only a maximum of 10 pax will be allowed in the Bungalow. To accommodate more guests, we have function rooms for such purpose. You may contact our Event Management Team at 6543 5749/ 5082/ 5735 or email to events@nsrcc.com.sg for more details.

About Bungalows – Others

1. Does NSRCC Bungalow cater for long term stay? Is there a package for such stays?
 - a. Yes, we provide a short term stay of up to 3 months. You may email us for more details.
2. Is there any ATM machine within the Resort?
 - a. No ATM is available.
3. Are we allowed to place our belongings inside the Bungalow before our check-in?
 - a. We do not allow entering the bungalow before check-in, however you may put your lagguges in our Bungalow reception (if there is space). For food items, we can only put at our Reception counter, hence we do not recommend leaving items that requires refrigerating.