

TERMS AND CONDITIONS

1. ELIGIBILITY

- 1.1 NCSS member agency(agency) and ministries may book the facilities at the Social Service Institute (SSI) to conduct meetings, networking events, award ceremonies, corporate retreats, etc. Corporate training may also be conducted for staff on the condition that the participants are employees of the agency(agency) or ministries.

2. APPLICATION

- 2.1 The request to book SSI facilities must be made on the prescribed Request Form. Approval and confirmation will be conveyed to the requestor via e-mail.
- 2.2 All requests should be submitted to SSI **within three (3) months prior** to the date of the event. A confirmation of the booking would be given within 5 working days if the requested facility is available. Advanced booking/soft booking will not be entertained.
- 2.3 Bookings are strictly non-transferable. The requestor should be the main organizer of the event that requires the use of the room. Should the requestor be caught transferring the booking to another party, both the requestor and the other party would be evicted from the SSI premises and be banned for future booking.
- 2.4 All requests must be endorsed by the Team Leader/Manager/Head or equivalent.

3. BOOKING OF FACILITIES

- 3.1 SSI facilities may be booked within the following duration:
Monday to Saturday:
Duration for Full Day Booking: 9.30am to 5.30pm
Duration for Half Day Booking: 9am to 1pm; 1.30pm – 5.30pm
- 3.2 The facilities must be booked for a minimum of 4 hours.
- 3.3 Saturday bookings are subject to approval.
- 3.4 The facilities are unavailable on Sundays and public holidays.
- 3.5 Any set-up or rehearsal must be done on the same day of booking within the following duration:
Monday to Friday 9am to 6pm
- 3.6 Use of SSI facilities for set-up or rehearsal is subject to availability. Should the set-up or rehearsal be done on any other date than the actual booking date, there will be additional charged incurred as per the room rental rates.

4. TERMS OF PAYMENT

- 4.1 Booking charges for SSI facilities can be found in the booking form.
- 4.2 Full payment must be made to SSI within 30 days from the date of the invoice.
- 4.3 Payment may be made via Paynow, or interbank transfer.

5. CANCELLATION, POSTPONEMENT AND REFUND POLICIES

- 5.1 SSI reserves the right to cancel the booking, due to unforeseen circumstances, by giving two (2) weeks' notice to the requestor in writing. The requestor shall not have any further claims against SSI in connection with such cancellation.
- 5.2 If the requestor wishes to postpone, change or cancel the booking, he/ she should do so in writing via email, giving **at least two (2) weeks' written notice** to SSI. The email can be sent to socialserviceinstitute@ncss.gov.sg
- 5.3 Any request to postpone, change or cancel the booking made any later than 2 weeks from the date of booking, will incur a cancellation charge as mentioned below.

Cancellation notice received by SSI	Customer will be charged
Less than 7 working days	100% of rental charge
7 to 14 working days	50% of rental charge
More than 14 working days	No rental charge

- 5.4 No refund or discounts shall be issued for any period that is not utilised.

6. USE OF SPACES, FURNITURE AND EQUIPMENT

- 6.1 **One Laptop per room will be provided for presentation purpose.** Requestors are advised to bring along their own laptops if they need more than one laptop. No IT/AV equipment, or cables or wires should be removed from the rooms or disconnected. SSI's assistance may be sought when using the IT/AV equipment. Technical assistance will be provided during office hours, which will only be limited to SSI's equipment provided in the training room.
- 6.2 **Requestors are responsible for the set-up of the facility, including arrangement of existing furniture.** Rooms must be returned to their original state after use.
- 6.3 Applicant may arrange with SSI (prior to the date of rental) for an orientation on the use of the equipment at the training room/auditorium (subject to availability).
- 6.4 Requestors are not allowed to move equipment or furniture from another facility/room that is not included in the booking.
- 6.5 All tables, chairs, other furniture and IT/AV equipment must be returned in good condition. Organisations will be held responsible for any damage or loss to the furniture and/ or equipment.
- 6.6 Applicants are required to vacate the facility booked **by 1.00pm/5.30pm, unless prior approval has been obtained.**
- 6.7 Organisations are not allowed to leave equipment or materials overnight in the rooms. Any such request will need to be approved by SSI management and subject to SSI's discretion. In the event that such approval is provided, organizations will do so at their own accountability. SSI will not be held responsible for the safe keeping of the same.
- 6.8 Facilities are to be kept clean, tidy, cleared of rubbish and to leave the same in a clean and tidy condition, free of the applicant's items, belongings, furniture and equipment, etc. at the end of the event.
- 6.9 All corridors, aisles and means of exit shall be kept clear of obstruction and not to cause the same to become dirty or untidy nor to leave and rubbish on them. In addition to 6.8 above, SSI reserves the right to charge the applicant \$500 as an additional disposal fee if required in SSI's

sole discretion to dispose of any of the applicant's items found obstructing any corridor or other area.

7. USE OF 'SSI' or SSI NAME/LOGO

- 7.1 The requestor may only use the name and address of SSI for the sole purpose of informing event participants about the location.
- 7.2 Unless prior written approval has been obtained, the requestor is not permitted to use the SSI name or logo, whether explicitly or implicitly, by himself or jointly with others, in the advertisements or promotions for the event, or in any other ways or under any circumstances whatsoever.
- 7.3 The requestor shall ensure that no promotional activities are undertaken that will in any way suggest that SSI is affiliated or in support or in collaboration with the requestor or its activities. If, in SSI's opinion, such promotional material exists, the requestor shall immediately take all necessary steps to withdraw and discontinue all such promotional activities and shall further issue any such clarification (at its own costs) if required by SSI.
- 7.4 This prohibition shall apply during the period of booking of SSI facilities, as well as, at all times before the event and thereafter.

8. GENERAL GUIDELINES

- 8.1 The facilities should only be used for the purposes stated in the application form. No partisan, political or religious activity in any form is allowed.
- 8.2 Noisy activities, boisterous parties, gambling, animals and pets (with the exception of guide dogs) are not allowed on the premises.
- 8.3 Smoking is strictly prohibited on the premises.
- 8.4 No form of cooking is allowed at SSI's premises.
- 8.5 Use of naked flame or smoke generating device of any kind are not allowed in the premises.
- 8.6 No food or drink is allowed inside the Training Rooms and Auditorium.
- 8.6 SSI reserves the right to refuse entry to any person whom SSI considers to be undesirable.
- 8.7 No nails, adhesives or tapes should be used on the walls.
- 8.8 SSI does not provide any photocopying or printing service.
- 8.9 All activities must end by the stipulated duration of booking.
- 8.10 SSI reserves the right to conduct surprise checks.
- 8.11 Any requestor violating any of the above conditions may render himself liable to:
 - Eviction from SSI facilities; or
 - Prohibition from using SSI's facilities in future.

9. LIABILITIES / RESPONSIBILITIES OF APPLICANT

- 9.1 The requestor shall be held responsible for the cost of repairs or replacement to any damages or loss to SSI's facilities, furniture, fittings and equipment that may be incurred during the use of such facilities. All costs shall be paid to SSI **within one (1) month from date of notification.**
- 9.2 The requestor shall be responsible for the arrangement of the layout within the room. If additional furniture is required, the requestor must seek approval from SSI no later than one (1) week before the booking date, and make their own arrangements to obtain and move the additional furniture.
- 9.3 The requestor is responsible for restoring the furniture within the room to its original setting if they are displaced.
- 9.4 The requestor shall conform to any fire safety precautions required and not obstruct the passageways, emergency exits, fire hoses and extinguishers.
- 9.5 Where applicable, the requestor shall comply with all applicable laws and regulations, obtain all necessary permits, licenses, grants and approvals, give all notices, undertakings and guarantees, pay all fees (including all GST payable in connection with this set of conditions for use) and duties, and bear all costs whatsoever in connection with the applicant's use of the facilities; The requestor shall also ensure that the terms and conditions as stipulated by the authorities are fully complied with.
- 9.6 The requestor shall strictly observe and ensure that the number of participants for the event is restricted to that as undertaken in the application form, and that all persons, including but not limited to the applicant's participants, agents, clients, contractors, attendees and guests, etc.
- 9.7 The requestor hereby undertakes that no music, literary or artistic work or other property protected by copyright and/or related rights will be performed, reproduced or used, nor will the name of any entity protected by trade mark be reproduced or used during the event unless the requestor has obtained written permission from copyright owner(s) or trade mark holder(s), and that it shall comply strictly with all intellectual property laws including copyright and trade mark law.
- 9.8 The requestor shall be responsible for the supervision, safety, security and preservation of orderliness and decency in the spaces booked.

10. INDEMNITY OF SSI AND LIABILITY

- 10.1 SSI reserves the rights to amend the terms and conditions of booking, with or without prior notice to the requestor.
- 10.2 SSI may in its absolute discretion, grant, refuse or withdraw its approval for use of the rooms, without giving any reason.
- 10.3 SSI reserves the right to impose a fine of up to \$500 (before GST) per day per event, if rules and regulations are not observed.
- 10.4 SSI shall not be responsible for any damage, injury, loss of property or life, which may be sustained at its premises.
- 10.5 SSI shall not be liable for any loss due to any breakdown or unavailability of equipment, failure of supply of electricity, leakage of water, fire, Government restriction, act of terrorism, act of

God, interruption or cancellation of supplies which may cause the SSI facilities to be temporarily closed.

11. PARKING FACILITIES

- 11.1 The management of parking facilities is under the purview of Frasers Property Ltd.
- 11.2 Frasers Property Ltd does not allow the reservation of any parking lots.
- 11.3 Applicants are to check directly with [Tiong Bahru Plaza](#) (Telephone: 6276 4686) for parking related enquiries.

12. CATERING SERVICE

- 12.1 SSI does not provide food catering for any bookings made.
- 12.2 Requestors shall ensure that arrangements are made for catered food/drinks to be removed from SSI premises at the end of the event.
- 12.3 Catered food/drinks are not allowed to be left overnight at SSI premises.
- 12.4 SSI shall not be held responsible for any health complications arising from the consumption of food/drinks provided by the caterer. Applicants shall ensure that all food/drinks are consumed within the time stipulated by the caterer.

13. DISPLAY OF SIGNAGE

- 13.1 No directional signage is allowed to be displayed at Central Plaza or SSI premises. Requestors are advised to deploy manpower to provide any directions, if needed.

14. TERMINATION

- 14.1 In the event of contravention of any of these Terms and Conditions, SSI shall have the right to ask the requestor and its participants to vacate the premises immediately, the requestor will continued to be billed 100% of the rental charges stipulated in the booking form. In such an event, it is the requestor's responsibility to ensure that its participants leave the premises in an orderly and prompt manner.

SSI reserves the right to update the terms and conditions from time to time, as deemed necessary.