

## **Common FAQs**

### **1. How many BBQ pits are there?**

There are 3 pavilions and each pavilion has two BBQ pits.

### **2. What are the booking slots available?**

There are 2 slots available for booking: Morning Slot: 11am to 3pm (4-hr) & Evening Slot: 5pm to 9pm (4-hr). Booking charges are fixed for 4-hr slot. We allow extension of Evening Slot from 9pm to 12mn. Payment for extension can only be processed at Customer Service Counter.

### **3. Where do I make payment if I want to extend my BBQ pit booking after 9pm when the Customer Service Counter has closed?**

You can make payment at our Security Help Desk. Please bring along your BBQ pit booking receipt for verification.

### **4. How many BBQ pits am I entitled to book?**

BBQ pits are available for booking on a first-come, first-served basis. So book early to avoid disappointments.

### **5. Can I request for additional tables & chairs?**

Each pavilion has 4 picnic tables and there is ample seating area around the pavilion to provide sufficient seating for your guests.

### **6. Can I use the swimming pool and the shower facilities when I book the BBQ pit?**

You can purchase swimming pool entry passes for 10pax up to a maximum of 30pax when you produce your BBQ pit booking receipt for verification at our Customer Service Counter. Your guests wearing the wrist tags will be allowed to use the swimming pool and the shower facilities. Please note the wrist tags are not transferable and use of the swimming pool is strictly confined to the booking hours of your BBQ pit.

### **7. Will I get a refund if I cancel the BBQ pit booking or did not use the wrist tags due to bad weather?**

No refund will be given for cancellation due to bad weather. Please note that you will not be able to use the BBQ pits if it rains heavily. Use of swimming pool will also be prohibited when there's a lightning hazard. Therefore you are strongly advised to purchase your swimming pool entry passes on the day of your BBQ event.

### **8. What is the maximum capacity per BBQ pit?**

The maximum capacity per pit is 25pax. Per pavilion is 50pax. If you have more than 50 guests, the comfort level of your guests may be compromised.

### **9. Where do I check-in on the day that I booked the BBQ pit?**

Please check-in personally with your SAFRA membership card or receipt of payment at our Security Help Desk located at the club lobby.

### **10. Where do I go to unload my stuff for BBQ?**

Please proceed to Fitness Wing Carpark Lift Lobby to unload your stuff for BBQ. We have a grace period of 15mins.

### **11. Can I transfer my BBQ pit booking to someone else if I can't make it on that day?**

BBQ pit booking is strictly not transferable.

### **12. Who can I call for booking enquiries?**

For further queries, you can call our Front Desk at 66864333 between 9am to 9pm daily.