

FAQ

(Information is correct at time of print)

Q1. What is the objective of the Family Recreation and Fun Carnival (FRF)?

A1: The FRF is organised by NTUC Club in support of the Labour Movement's U Care initiative. These FRF Carnivals enable lower income union members to have the opportunity to bring their family to Downtown East for a day of fun and entertainment.

Q2. What are the eligibility criteria?

A2: Union member who has:

- a. Total gross household monthly income of \$3,000 and below, or;
- b. Per capita monthly income not exceeding \$750 if household income is more than \$3,000.

Q3. What would a successful applicant be entitled to?

A3: Unions will issue a letter of entitlement to the successful applicant. This entitles the holder to a package for a family of 4 persons.

Q4. How do union members apply?

A4: Union members who meet the eligibility criteria are to apply through their respective unions:

- For Ordinary Branch (OB) members, they shall apply directly with the respective unions that they belong to.
- For General Branch (GB) members, they shall apply directly with NTUC Member Services Centre, NTUC Centre, No. 1, Marina Boulevard, Singapore 018989, or visit NTUC website (www.ntuc.org.sg) to download the application form.

Applicants must submit relevant supporting documents such as payslips together with the application.

Q5. When is the application period?

A5: The application period is from 29 March to 3 May 2010.

Q6. How will applicants know the outcome of their applications?

A6: Applicants will be informed of the outcome by the respective Unions/NTUC Member Services Centre and will receive the letter of entitlement directly from the Unions/NTUC Member Services Centre.

Q7. How do I register on the day of the event?

A7: Successful applicants must bring their entitlement letter, with their membership card, to Downtown East on the day of the Carnival and present it at the registration counter at Begonia Terrace to collect their goodie bag. (Free shuttle to Downtown East: 8.30am, 9am, 9.30am, 10am, subject to first-come-first-serve basis. Refer to FRF booklet for pick-up locations)

Important Note: The registration counters open at 8:30am and close at 1:00pm. Late arrivals will not be entertained.

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Q8. What are the entitlement/activities available?

A8: The coupons/wristband issued are for the following at Downtown East:

- Entry into Wild Wild Wet;
- Entry into Escape Theme Park;
- Food and Beverage
- Games at the respective games stalls

Q9. Can the coupons be converted to cash?

A9: No, the coupons cannot be exchanged for cash.

Q10. What happens if the successful applicant loses the coupons?

A10: Once the coupons have been received by the successful applicant, it will be his/her sole responsibility to keep them safely. Lost coupons cannot be replaced. Exercising personal responsibility in safeguarding the coupons is advised.

Q11. If the coupons have been tampered with or defaced, can they still be used?

A11: Coupons should be kept safely and presented in reasonably good condition to avoid being unacceptable for use by NTUC Club. NTUC Club reserves the right not to recognise or accept tampered or defaced coupons.

Q12. If the member lost the coupons/arrived late and did not collect the coupons, can they pay for the WWW and ETP and claim for reimbursement after the event?

A12: To avoid disputes, all successful applicants are advised to arrive on time to collect their coupons and goodie bags. NTUC Club will not reimburse any payments at the gates of WWW and ETP.

Q13. What should the member do if he has problems at the counter e.g. his name is not in the computer listing?

A13: He should approach the Special Case Counter at the Begonia Terrace for assistance. This counter is manned by Staff from NTUC Club, volunteer IROs and staff from NTUC.

Q14. What if someone found a coupon that does not belong to him/her?

A14: Lost and found coupons can be returned to NTUC Member Services Centre at either iHelp @ Downtown East or at NTUC Centre, Basement, No 1 Marina Boulevard, One Marina Boulevard (Raffles Place MRT).

A15. Who can I contact if I need further information?

A15: Ordinary Branch members can contact their respective unions while General Branch members can contact the NTUC Member Services Centre or NTUC Hotline at 6213 8008.