

SingapoRediscovered Vouchers (SRV)

FAQ for Attractions

Q	How can I use my SingapoRediscovered Vouchers (SRV) at your attraction?
A	You may purchase tickets to the Attractions through our appointed ticketing platform, GlobalTix. All purchase transactions involving SRV (both full and partial) can only be done through their booking platform.
Q	What is the validity period of my SingapoRediscovered Vouchers?
A	Your SingapoRediscovered Vouchers are valid from 1 December 2020 to 30 June 2021.
Q	Can I combine the use of my SingapoRediscovered Vouchers with my friends/family?
A	Your SingapoRediscovered Vouchers cannot be stacked or combined with another individual within the same redemption.
Q	What is defined as a “Minor”?
A	Minors are defined as individuals who are aged 17 and below.
Q	How does the Minor subsidy work?
A	You will be required to declare details of any family members under the age of 18 while redeeming your Vouchers. Note that you will have to select our Concession rate for any child/youth subsidies to automatically deducted from your checkout amount, hence you may need fewer Vouchers to complete the purchase.
Q	Can I purchase a standalone Concession ticket at with the SRV Minor subsidy?
A	Minor subsidies can only be redeemed when purchased with at least one paying Adult.
Q	How many Minor tickets can I redeem?
A	Each Singapore Citizen is eligible to purchase up to 6 minor tickets with subsidies (\$10 per ticket subsidy) for the duration of the campaign.
Q	How do we verify that a visitor is eligible for the Minor subsidy?
A	The Singapore Citizen will need to enter the NRIC number of the minor to declare their familial ties.

Q	Am I entitled to any discounts at the Attractions if I purchase my tickets using my SingapoRediscovers vouchers?
A	No. The Gift Shop & Ce La Vi Concession Kiosk located on the Sands Skypark Observation Deck at level 56, Tower 3, are currently closed.
Q	Can the SingapoRediscovers Vouchers (SRV) be used for online purchase of tickets?
A	Yes. Tickets can only be purchased using the SRV online. You may redeem your SingapoRediscovers Vouchers online through SingPass or through physical touchpoints island wide.
Q	Can I use my SingapoRediscovers Vouchers to purchase F&B and merchandise from the Attractions?
A	No. This is currently not available.
Q	I was not able to utilize my tickets purchased using my SingapoRediscovers Vouchers. Am I able to request for a refund?
A	No. The SingapoRediscovers Vouchers are strictly not refundable. You may contact the authorised booking partners to request for a change of date or product, subject to the terms and conditions of the respective authorised booking partners.
Q	I purchased my tickets via cash/credit card & realized that I still have my SingapoRediscovers Vouchers. Can I do an exchange to be charged using my SingapoRediscovers Vouchers?
A	No, all tickets sold are non-refundable.
Q	Can the SingapoRediscovers Vouchers be used for other attractions aside from Sands Skypark Observation Deck, Sampan Boat Rides & Digital Light Canvas?
A	Tickets to ArtScience Museum are also available for purchase using the SingapoRediscovers Vouchers. Alternatively, you may also use your Vouchers at any attraction, hotel or tour on this list .
Q	Can I split my payments when purchasing tickets (e.g. using Credit Card and SingapoRediscovers vouchers)?
A	Yes. As the vouchers come in denominations of \$10, you may pay the excess amount using credit card. For example, if a ticket to Sampan costs \$12, you may utilise \$10 from your SingapoRediscovers Vouchers and pay the remaining \$2 using credit card.
Q	Can I combine payment using my Sands Rewards Dollars and SingapoRediscovers Vouchers?
A	No. All Vouchers can only be purchased on our appointed ticketing platform, GlobalTix, which only accept payment via SingapoRediscovers Vouchers or credit cards.

Q	Am I entitled to Sands Rewards earnings if I use my SingapoRediscovers Vouchers?
A	No. All Vouchers can only be purchased on our appointed ticketing platform, GlobalTix, which does not support Sands Rewards earnings.
Q	Can I split my SingapoRediscovers Vouchers and use them on different days?
A	Each Singapore Citizen will receive S\$100 worth of SingapoRediscovers Vouchers which will come in denominations of S\$10. You may split the use of them in separate transactions on different days.
Q	Do I need to show my ID or any other form of verification along with my ticket bought using my Vouchers upon entry?
A	No. However, you will be required to present either your electronic or physical ticket prior to entry.
Q	When are the Attractions tickets available for use?
A	Sands Skypark: Available daily from 11am – 9pm (except for blocked dates) Sampan Boat Rides & Digital Light Canvas: Monday – Thursday from 11am – 9pm