

## Frequently Asked Questions for Group Visits

### How do I register my school/group for a visit?

- For independent visits, guided tours and workshops, schools or groups can register by filling up a booking form and sending it to Ms. Santha Anthony at [nhb\\_sam\\_education@nhb.gov.sg](mailto:nhb_sam_education@nhb.gov.sg). Enquiries can also be received at **6332 3220**.
- Registration should be made as early as possible. For workshops and guided tours, please register at least 3 weeks in advance.
- There is a maximum of 40 participants per workshop and a maximum of 20 students per guided tour.
- Bookings are confirmed only upon receipt of SAM's written confirmation via email.
- **Groups are to provide SAM with the mobile phone numbers of accompanying teachers or adults for coordination should the group encounter problems en route to, or while, at SAM.**
- Ministry of Education school teachers can come for a complimentary planning visit by showing their MOE name card. Regular admission charges apply to Non-MOE school teachers.

### What if I need to change my booking?

- Changes to the booking information given such as date, time or number of students should be made at least 7 working days prior to your visit.
- For guided tours, you may incur an administrative fee of \$100 if the change is made less than 3 working days prior to your visit. Cancellations made on the day of the visit or a "no show" without notification will result in a \$200 administrative fee.
- For workshops, 50% of payment will be levied for cancellations or changes made less than 3 working days in advance.
- Cancellations made on the day of visit, "**no-show**" without notification, or a shortened workshop due to the group arriving late, will all still result in the levy of a **full payment**.

### What must be done before the visit?

- Students and Teachers should be briefed on the museum etiquette.
- Do include some contingency time in your travel plans to ensure that your group has more than enough time to reach SAM, in case of traffic jams or other unforeseen circumstances.
- Do take note that there are 2 drop off locations for SAM so ensure sure the bus driver knows where they are. For SAM on Bras Basah Road, the bus can stop at Waterloo Street. For SAM at 8Q (Queen Street), the bus can stop along Queen Street.
- A map of the SAM neighbourhood is attached for your convenience.
- Do have students bring a clipboard etc. to write on if they are going to be doing worksheets or taking notes in the gallery. Students should avoid writing against the walls while in the galleries.

**What happens when we reach SAM?**

- If you arrive early, accompanying adults should maintain discipline and keep noise level down to a minimum while waiting for your scheduled tour or workshop time.
- A member of the SAM staff will meet you at the Front Desk of SAM or SAM at 8Q at the pre-arranged arrival time.
- You should then sign in at the Front Desk and record the exact number of students and teachers/parents from your group.
- You will then be ushered to the courtyard where students should deposit all bags in the “bag cage”, taking with them only their valuables.
- A short reminder briefing on museum etiquette should be made again by the accompanying teachers and adults in the courtyard before proceeding to the tour. (No food and drinks allowed, photography only without flash, keep noise to a minimum, no running or touching of artworks.)

**What is the role of the school teacher and accompanying adults during the visit?**

- SAM encourages accompanying adults to participate in and enjoy the visit together with their students.
- They should be divided according to the number of groups to ensure all groups have supervision at all times.
- They must be present at all times to instil discipline if necessary.
- SAM guides and security staff may request accompanying teachers and adults to discipline students if necessary. They also have the right to step in to discipline or remind students of the museum rules should discipline problems persist after reminders to the accompanying teachers and adults.
- Please note that schools are liable for any misconduct or damage incurred during their visit.

**Where can I fill up a feedback form at the end of my visit?**

- Feedback forms can be requested at the front desk. We encourage you to fill one up at the end of your visit so we can serve you better.

**Thank you for planning a visit to SAM, we look forward to seeing you!**