

SingapoRediscovered Vouchers (SRV)
FAQ for ArtScience Museum

Q	How can I use my SingapoRediscovered Vouchers (SRV) at your attraction?
A	<p>You may visit the Marina Bay Sands ticketing page and select “Buy Exhibition Tickets Using SingapoRediscovered Vouchers”. You will then be redirected to our ticketing partner, GlobalTix’s, booking page. All purchase transactions involving SRV (both full and partial) can only be done through their website.</p> <p>You may use your SingapoRediscovered Vouchers to purchase tickets to all ongoing exhibitions at ArtScience Museum from Mondays to Sundays (including Public Holidays).</p> <p>Alternatively, you may also purchase tickets to ArtScience Museum through the following authorised platforms:</p> <ul style="list-style-type: none"> - Klook - Traveloka
Q	What is the validity period of my SingapoRediscovered Vouchers?
A	Your SingapoRediscovered Vouchers are valid from 1 December 2020 to 31 December 2021.
Q	Can I use my SingapoRediscovered Vouchers to purchase an ArtScience Friends membership?
A	No, the SingapoRediscovered Vouchers are only applicable for single visits, according to the terms and conditions set out by Singapore Tourism Board.
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 ages 2 to 17 years old.
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 the Child 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	Are there any Concession prices for Senior Citizens?
A	If you are a Senior Citizen (65 years old and above)/Student/Person with Disabilities (PWD), you get to enjoy a Concession rate* (same price as Child) for your SRV purchase.

	<i>*Ticket rates differ across exhibitions.</i>
Q	Am I entitled to any discounts at the Museum Retail Shop and SweetSpot if I purchase my tickets using my SingapoRediscovers vouchers?
A	There is currently no further discount at the Museum Retail Shop and SweetSpot if you purchase tickets using SingapoRediscovers vouchers. You may wish to join Marina Bay Sands Rewards Programme, Sands Rewards Lifestyle for discounts and benefits.
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 ArtScience Museum?
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 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 ArtScience Museum?
A	Tickets to Marina Bay Sands' SkyPark Observation Deck, Sampan Rides and Digital Light Canvas 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 Future World costs \$16, you may utilise \$10 from your SingapoRediscovers Vouchers and pay the remaining \$6 using credit card.
Q	Can I combine payment using my Sands Rewards Dollars and SingapoRediscovers Vouchers?
A	No. All Vouchers can only be used on our appointed ticketing platform, GlobalTix, which only accepts payment using SingapoRediscovers Vouchers or credit cards.