

## **REFLECTIONS AT BUKIT CHANDU TERMS AND CONDITIONS OF ENTRY**

We are delighted to welcome you to the Reflections at Bukit Chandu (the “**Museum**”), a museum of the National Heritage Board (“**NHB**”).

By obtaining an admission ticket and entering the Museum, you confirm that you have read, understood and agree to be bound by these terms and conditions of entry (“**T&Cs**”).

### **Admission**

1. An admission ticket is required for entry to the Museum.
2. The admission ticket to certain galleries or exhibitions of the Museum may be free or chargeable, please refer to our Visitor Information page (<https://www.nhb.gov.sg/bukitchandu/visit/visitor-information>) for more information.
3. The admission ticket will also come with an admission sticker, which must be worn at all times during your stay in the Museum and be visible to our staff.
4. The Museum opening hours are available on the Visitor Information page (<https://www.nhb.gov.sg/bukitchandu/visit/visitor-information>). NHB reserves the right to alter the opening hours or close all or any part of the Museum at any time, in the interests of public safety or otherwise.
5. The following items are not permitted in the Museum, but may be deposited in designated areas or at the Visitor Services Counter at Level 1, at your own risk:-
  - (a) food and beverages, whether sealed or not;
  - (b) any bags, luggage, or other bulky items over length 45cm by height 20cm by width 25cm;
  - (c) bicycles, heelys, umbrellas, selfie sticks, glass containers of any kind, aerosols, pens, paint and any wet materials, box cutters, laser pointers, whistles; and
  - (d) any item deemed by NHB to be dangerous or inappropriate to be brought into the Museum.

NHB reserves the right to inspect and search any bags or other items before accepting their deposit, and may refuse your deposit of any items, including but not limited to unsealed food and beverages.
6. NHB reserves the right to inspect and search any bags or other items which are brought into the Museum at any time, and you agree to cooperate with our security officers, who may remove any items which are not permitted. Any illegal items may be confiscated and handed over to the police.
7. While standard-size strollers are allowed in the galleries of the Museum, they are not recommended in the galleries due to space constraints. Stroller parking areas are available outside the galleries for your convenience.

8. All children below the age of 12 must be accompanied by an adult at all times.
9. The Museum is wheelchair-accessible, and manual wheelchairs are allowed in all galleries and may also be borrowed from the Visitor Services Counter for visitor use. For visitors using personal mobility devices and motorised wheelchairs, please check with Museum staff at the Visitor Services Counter before entering the Museum.
10. Animals are not allowed in the Museum, except for guide dogs.
11. All visitors are expected to practise social responsibility and agree to abide by all safe management measures for Covid-19 and any prevailing regulations of the relevant authorities, as may be applicable.
12. NHB reserves the right, without refund or compensation, and without having to provide any reason, to refuse admission and to eject from the Museum, any person whose presence NHB deems in its sole discretion, to be prejudicial to the safety, security or good order of the property or other persons within the Museum, including but not limited to the following:-
  - (a) persons who appear to be unwell or afflicted with infectious diseases;
  - (b) persons who are improperly or indecently attired;
  - (c) persons under the influence of alcohol or prohibited substances;
  - (d) persons who exhibit violence or riotous, disorderly or indecent behaviour;
  - (e) persons who engage in inappropriate, abusive, anti-social or criminal conduct; and
  - (f) persons in breach of or who refuses to comply with these T&Cs or other reasonable instructions of NHB.

### **Museum Etiquette**

13. Please do not touch the artworks and artefacts, unless the exhibit is indicated to be interactive. Kindly also pay attention to and stay behind all barriers and floor markings.
14. Eating or drinking is not allowed in the Museum, except in designated places such as the restaurants and cafes.
15. The Museum is a smoke-free facility. Smoking is permitted only in designated areas outside of the Museum.
16. We request that visitors switch their mobile phones to silent or vibration mode and refrain from speaking loudly in our galleries and exhibitions.
17. Unless otherwise indicated by notices, photography and the making of video/audio recordings in the Museum are permitted, subject to the following:-
  - (a) no flash is allowed;

- (b) you may use such photographs and recordings for your personal and non-commercial use only, including on social media platforms, and any other use requires NHB's prior written consent;
  - (c) you agree to respect the privacy of other visitors and persons such as our staff in the Museum, and may be required to immediately stop and/or delete any photographs or recordings if they feature such persons who complains that your conduct is intrusive; and
  - (d) commercial filming and photography, including but not limited to wedding or other group photoshoots or media events, require an application and prior booking, and be subject to additional terms and conditions, including fees– please refer to our Media Requests page (<https://www.nhb.gov.sg/bukitchandu/visit/media-requests>) for more information.
18. You acknowledge that, during your visit to the Museum, photographs or video/audio recordings may be taken by other visitors and/or NHB or its representatives, which may feature you. You consent to such photographs or recordings being made and permit NHB to use any photographs or videos as made by NHB, for any purposes whatsoever (including marketing, promotions, and the creation of promotional materials, etc) in any medium whatsoever, without any further obligation or compensation payable to you.
19. The conduct of any commercial activities, including but not limited to the conduct of private tours or sale of any merchandise, is not allowed in the Museum, except with NHB's prior written consent and subject to such conditions as NHB may specify.

### **Liability & Indemnity**

20. You agree:-
- (a) to be fully responsible for the care of the children under your charge;
  - (b) to be fully responsible for any injury, loss or damage due to careless or other actions on your part or that of children under your charge, whether sustained or caused by you or your children, and you waive any claims against NHB and shall fully indemnify NHB from any third party claims relating to the same;
  - (c) that you voluntarily assume all risks and dangers incidental to your entry and visit to the Museum; and
  - (d) that, without prejudice to the foregoing and to the fullest extent permissible under law, NHB will not be liable for any direct or indirect loss (including loss of personal property), damage, injury or loss of life or costs and expenses whatsoever arising from or in connection with any person's entry and visit to the Museum.
21. Our exhibitions and all materials and any contents in the Museum are offered on an "AS IS" and "AS AVAILABLE" basis and with all faults and defects without warranty of any kind. To the maximum extent permitted under law, NHB, on each of its own behalf and on behalf of any of its affiliates and its and their respective licensors and service providers, expressly disclaims all warranties, whether express, implied, statutory or otherwise, with respect to such materials.

## **Miscellaneous**

22. NHB reserves the right to amend these T&Cs at any time without prior notice. We recommend that you check the Museum website for the latest version before visiting.
23. These T&Cs shall be governed by and construed in accordance with the laws of Singapore for every purpose and you agree to submit to the exclusive jurisdiction of the Singapore courts.

*Version dated 22 January 2025. If you have any enquiries, please email to NHB RBC (NHB) <RBC@nhb.gov.sg>.*