

***STAR WARS™ Identities: The Exhibition* FAQ**

1. When does the exhibition in Singapore end?

STAR WARS™ Identities will be showcased at ArtScience Museum from 30 January to June 13, 2021.

2. How long does it take to visit the exhibition and is there a restriction on the duration of stay in the galleries?

Visitors should expect to spend roughly an hour and a half (90 minutes) in *STAR WARS™ Identities*, but there is no restriction as to how long guests may spend inside the exhibition.

3. Is it recommended to book tickets in advance?

Advance booking of tickets is highly recommended to avoid disappointment at the door. Tickets purchased on-line can be printed out at home!

4. There is a time stated on my ticket. What does this mean?

Entry into the exhibition time-based, i.e. it is based on specific times of entry

5. Are there any ticket discounts if I am under a *STAR WARS™* organization recognized by Lucasfilm, e.g., *FightSaber*, etc?

There are currently no special discounts.

6. Can I change the date on my ticket once purchased?

Change of date is allowed so long as the ticket is not used. Take note that tickets sold are based on time entry. Therefore, guests may not be able to choose the same time-entry as from the previous purchase.

7. I am late for my timed-entry admission. Am I still able to enter the exhibition?

Guests may still enter the exhibition by joining the queue. They will have no priority over other guests who are already in the queue.

8. If the waiting time to enter is too long, may I use my ticket to visit on another day?

Guests may approach the Museum's Visitor Experience staff stationed at the Visitor Experience counter at the main lobby to have their ticket revalidated for another day's visit.

9. Is the exhibition appropriate to a very young child?

The exhibition is interactive and can be enjoyed by visitors of all ages.

10. Are strollers/prams permitted within the exhibition? Is there a storage facility for strollers and prams?

There is a space constraint within the exhibition. To ensure the safety of our visitors, strollers and prams are strictly prohibited. There are designated stroller/pram parking areas located at B2, Level 1 and 4. Please enquire at the Visitor Experience Counter at Level 1.

11. Is the exhibition wheelchair accessible?

Yes, ArtScience Museum is wheelchair-friendly, with automated doors. All levels are accessible by lift and all walk-through spaces in the galleries are at least 1.2m in width. However, visitors are advised to exercise caution when navigating the galleries. Wheelchair-friendly washrooms are also located on every floor.

12. Are photography and filming permitted in the exhibition?

Visitors are welcome to take pictures and videos for personal use during their visit. Please note, however, that flash photography, as well as the use of selfie sticks and tripods are prohibited. Media photography (and any photography for professional use) is prohibited unless authorised and accompanied by museum staff.

13. Will re-entry into the exhibition be permitted? Will re-queuing be required?

All tickets sold are for single entry, so that we can cater capacity for other visitors who also want to enjoy the exhibitions. Re-entry will depend on capacity circumstances as well as if there is sufficient time to meet the last entry timing. Visitors will be required to re-join the queue.

14. Can I bring my lightsaber to the exhibition?

Out of consideration for other visitors, all replica weapons, such as lightsabers, blasters and other props are forbidden inside the exhibition. Let us make this a safe and friendly exhibition experience without any "violence".

15. Can I wear my *Star Wars*[™] costume when I visit the exhibition?

Visitors are welcome to come dressed in their favourite *Star Wars*[™] costumes. However, all forms of helmets or full-face *Star Wars*[™] character masks are strictly prohibited. This is so that we can scan your temperature and make sure the exhibition is safe for all. Leave these elements at home or in your vehicles.

16. Can the public purchase any of the *STAR WARS*[™] *Identities* merchandise?

Only tickets holders to the exhibition are allowed to purchase the *STAR WARS*[™] *Identities* merchandise.

17. I visited *STAR WARS*[™] *Identities* exhibition 2 weeks back and am holding on to the tickets. I missed out on the purchase of the merchandise on my last visit. Can I re-enter the Retail section with the past-dated tickets to purchase my souvenir?

Guests who missed out on the purchase of the exhibition merchandise can purchase their souvenirs at the B2 Retail shop.

18. Can I get an additional RFID wristband as a souvenir/keepsake?

Only 1 RFID will be issued per ticket holder.

19. I am an *ArtScience Friend*, how do I get into the exhibition?

For our wonderful *ArtScience Friend* members, please proceed to the Visitor Experience Counter on Level 1 with your Sands Rewards LifeStyle card. A special *ArtScience Friend* sticker will be provided to you for entry into any of the exhibitions showing at the Museum, including *STAR WARS*[™] *Identities*. You can then proceed to the *ArtScience Friends* priority queue at the respective exhibition entrance.