



FAQs for *ArtScience Friends*

Question: What is <i>ArtScience Friends</i> ?
Answer: <i>ArtScience Friends</i> is ArtScience Museum's new membership club. It is an extension of Marina Bay Sands Rewards Programme, Sands Rewards LifeStyle.
Question: Why should I become an <i>ArtScience Friend</i> ?
Answer: <i>ArtScience Friends</i> welcomes you to be part of a vibrant cultural community where you can be inspired and engaged all year-round with unlimited visits to exhibitions and programmes, unique experiences, previews and privileges.
Question: What are the benefits of <i>ArtScience Friend</i> ?
Answer: <ul style="list-style-type: none">• Free unlimited visits to ArtScience Museum's exciting line-up of unique experiences, including exhibitions and programmes for one year• Enjoy the flexibility of bringing different guest(s) on every visit• Get access to new exhibitions and programmes before they open to the public• Priority entry to exhibitions and programmes as an <i>ArtScience Friend</i>• All-day parking benefits with Sands Rewards LifeStyle• Earn 10% Rewards Dollars with your Sands Rewards LifeStyle card at SweetSpot Café at ArtScience Museum• 10% off discount off at the Museum retail shop (excludes exhibition merchandise) + 6% Rewards Dollars with your Sands Rewards LifeStyle card off discounted bill
Question: How much is the <i>ArtScience Friends</i> membership?
Answer: As part our launch offer, we are extending 50% off exclusively for Sands Rewards LifeStyle members, from now till 30 November 2020. There are two <i>ArtScience Friends</i> categories: <i>ArtScience Friends</i> 1 + 1: \$84 (Usual price: \$168) <i>ArtScience Friends</i> 2 + 2: \$149 (Usual price: \$298)
Question: What is 1 + 1 and 2 + 2?
Answer: ArtScience Museum is great place for everyone to visit and be inspired. Becoming an <i>ArtScience Friend</i> gives you the flexibility to bring different friends and family members each time you visit. For <i>ArtScience Friends</i> 1 + 1, a main cardholder can bring in another guest for free. For <i>ArtScience Friends</i> 2 + 2, two main cardholders can bring 2 guests for free.
Question: Is the membership transferable?
Answer: For <i>ArtScience Friends</i> 1 + 1, the main cardholder needs to be present. For <i>ArtScience Friends</i> 2 + 2, at least one cardholder needs to be present.
Question: Why do I need to join Sands Rewards LifeStyle programme to enjoy the special launch promo?
Answer: <i>ArtScience Friends</i> is ArtScience Museum's new membership club. It is an extension of Marina Bay Sands Rewards Programme, Sands Rewards LifeStyle. Hence, you will need to use your Sands Rewards LifeStyle membership number to access ArtScience Friends benefits and privileges.
Question: What is Sands Rewards LifeStyle programme?



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Answer: Sands Rewards LifeStyle is Marina Bay Sands' loyalty programme. Signing up for membership is free and you will enjoy endless perks and rewards when you visit Marina Bay Sands.

- Earn up to 10% instant Reward Dollars on your spending
- Up to 30% discounts on attractions, dining and shopping
- Use Reward Dollars as cash in Marina Bay Sands
- Over 250 participating outlets to earn and redeem Reward Dollars
- All-day parking benefits
- Lifetime membership

Please visit <https://www.marinabaysands.com/sands-rewards-LifeStyle.html> for more information.

Question: I want to become an *ArtScience Friend* but I am not interested in signing up for Sands Rewards LifeStyle programme.

Answer: *ArtScience Friends* is an extension of our Sands Rewards LifeStyle programme and you will need to use your Sands Rewards LifeStyle membership number to access *ArtScience Friends* benefits and privileges. As a Sands Rewards LifeStyle member, you will enjoy endless perks and rewards every time you visit Marina Bay Sands.

Question: I am below 18 years old. Can I become an *ArtScience Friend*?

Answer: Both main and secondary cardholders must be 18 years old and above.

Question: Are there any age restrictions for accompanying guests?

Answer: No, there is no age restrictions for accompanying guests.

Question: What is the validity of the membership fee?

Answer: One year from the date of your first visit to ArtScience Museum as an *ArtScience Friend*.

Question: Can I use Reward Dollars to pay for *ArtScience Friends* membership?

Answer: Yes, you can but this is only available on-site.

Question: Can I use the SingapoRediscovered Vouchers to pay for *ArtScience Friends*?

Answer: No, the SingapoRediscovered Vouchers are only applicable for single visits, according to the terms and conditions set out by Singapore Tourism Board.

Question: In my purchase for *ArtScience Friends*, I chose a specific date but now I would like to come on an earlier date. Is it possible? (online purchase)

Answer: Please write in to ArtScience.Friends@MarinaBaySands.com and we will be able to assist you further from there. Do note that your membership will start on the date of your first visit.

Question: I drove to ArtScience Museum. Are there any parking benefits?

Answer: Sands Rewards LifeStyle members may redeem a 24-hour parking ticket at \$4 Reward Dollars per ticket per day. Each ticket is valid for 1 vehicle only, redeemable at any designated membership kiosk. Redemption is valid for 24 hours from time of entry into carpark.

Question: I have an *ArtScience Friend* 1 + 1 membership and I am bringing 5 more friends with me. Am I entitled to any further discount?



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Answer: As a Sands Rewards LifeStyle member, you may enjoy up to 30% off subsequent standard ticket purchases for single exhibition only (Adult and Concession).

Question: What do I need to bring to activate my *ArtScience Friends* membership? (online purchase)

Answer: Please provide your Sands Rewards LifeStyle card number and *ArtScience Friends* ticket confirmation for a one-time activation at the *ArtScience Friends* membership corner located at Basement 2 of ArtScience Museum.

Question: I forgot my Sands Rewards LifeStyle membership number. What should I do?

Answer: You may refer to the *ArtScience Friends* confirmation email where the Sands Rewards LifeStyle membership number is reflected. If you do not have the confirmation email, please approach the Sands Rewards LifeStyle counter at The Shoppes, Basement 2 (Near Digital Light Canvas) to enquire.

Question: I cannot remember whether I am a Sands Rewards LifeStyle member or not. What should I do?

Answer: You may check your *ArtScience Friends* confirmation email or approach the Sands Rewards LifeStyle counter at The Shoppes, B2 (Near Digital Light Canvas) or register for a new Sands Rewards LifeStyle membership card online @ www.SandsRewardsLifeStyle.com.

Question: Do I get an *ArtScience Friends* membership card?

Answer: *ArtScience Friends* is an extension of our Sands Rewards LifeStyle programme. Hence, your Sands Rewards LifeStyle card or card number will gain you entry into exhibitions and programmes as well as enable you to participate in all *ArtScience Friends* related benefits and activities.

Question: How do I enter the museum when I become an *ArtScience Friend*?

Answer: For subsequent visits, *ArtScience Friends* is to present their Sands Rewards LifeStyle physical card, e-card or provide Museum staff at the exhibition entrance(s) with their 9-digit Sands Rewards LifeStyle membership number for admission.