



**THE MANAGEMENT CORPORATION STRATA TITLE PLAN NO. 2197
(SUNTEC CITY)**

OCCUPANT HANDBOOK

SUNTEC CITY – OFFICE TOWERS

The information contained in the Manual and Appendices are subject to change without prior notice. While every reasonable care is taken to provide the information, MCST PLAN NO. 2197 or ESR REAL ESTATE SERVICES MANAGEMENT PTE LTD or its representatives cannot be held responsible for any inaccuracies in the Manual and Appendices.

Last updated 23 February 2023

1 FACILITIES MANAGEMENT

1.1 Duties & Responsibilities

The Facilities Management function covers the building maintenance, pest control and housekeeping of the common area and facilities in the office towers, retail mall and open space.

- Common corridor
- Staircases
- Lift Lobbies
- Common Toilets and Pantries
- Roof | External Facades (where applicable)

1.2 Occupant Portal

The portal will process for application of services and allow occupiers to submit feedback and applications for permit to work (PTW), extension of air-conditioning operating hours, season parking, listing of occupier directory and recreational facilities access control cards.

Each company can assign up to 2 administrators to perform transactions on behalf of the company via the Occupant Portal. For registration, please email to us at fm5000support@esr-res.com.

Note: For enquiries and assistance pertaining to Occupant Portal, you may call our 24hrs hotline at 6266 1501.

1.3 Directory Signage for Office Occupier

The registered office occupier's name will be installed at the directory board at the ground floor lobby and sub-directory at the respective level (subject to approval) at the cost of \$40.00 (inclusive GST).

Occupiers should submit their request via the Occupant Portal.

Occupiers will be allotted with one line of signage. The allotment is based on the existing approved house numbers as at the date of signing the Sales & Purchases / Leases Agreement with Suntec City 's Subsidiary Proprietors (whichever is applicable).

Should there be any new or additional house number or changes, the cost of putting up the signage will be borne by the office occupiers and the cost is \$40.00 (inclusive of GST) for main & sub-directories, subject to review as and when required. All payment should be made in advance by crossed cheque made payable to: MCST Plan No. 2197 or by nets. An official receipt will be issued upon payment by nets or tax invoice will be issued upon clearing of cheque.

1.4 Letter Box

Occupiers will be provided with one letterbox per unit by the Landlord. The allotment is based on the existing approved house numbers as at the date of the signing the Sales & Purchases/l Leases Agreement based on allotment to the subsidiary proprietors (whichever is applicable).

Should there be any new or additional house number, the cost of the additional letter box to be provided will be borne by the Subsidiary Proprietors and the cost is \$225.00 (inclusive of GST) subject to review as and when required. All payment should be made in advance by crossed cheque made payable to: MCST Plan No. 2197 or by nets. An official receipt will be issued upon payment by nets or tax invoice will be issued upon clearing of cheque.

1.5 Carpet for Common Corridor

The MCST will maintain the carpet at the common corridors within the office towers or areas determined by the Management Corporation.

1.6 Smoking Policy

Under the Smoking (Prohibition in Certain Places) Act, smoking in the air-conditioning office building is strictly prohibited. The prohibitions also cover the carpark, staircases, restrooms, and taxi stand at street level. Please inform your staffs and invited guests of the prohibitions. Offenders may be referred to the relevant authorities.

1.7 Cleaning Service

General Cleaning services will be performed by the housekeeping service providers appointed by the Managing Agent to who provide the necessary manpower/ equipment to keep the common areas / facilities clean and to provide toilet hygiene facilities in the restrooms. Please contact 24hrs hotline at 6266 1501 for feedback on cleaning of common areas/ facilities. For tenanted or strata-titled areas, you may engage your own in-house janitors / cleaners or appoint a housekeeping service provider.

1.8 Refuse Disposal / Recycling

Occupiers are responsible for carting away refuse in / from their own premises to the refuse compactors located at Basement 2.

Occupiers are advised that loose or wet waste must be separated from used paper cartons and breakable items such as glass bottles, etc, should be properly tied and be sealed in black plastic bags before disposal into the refuse compactor.

All food waste / non-recyclable items are to be disposed in black plastic bags and recyclable items such as papers, cans, plastics, and glass are to be disposed in white or clear plastic bags. The recycle bins are located at Basement 2, beside the refuse compactors.

For safety reasons, flammable items and other adhesive materials are not permitted to be thrown into the refuse compactor. These materials may damage the refuse compactor. Offenders shall be liable for the replacement or repair cost. Occupiers shall be responsible for their own disposal at NEA's approved dumping ground. In addition, occupiers shall not place, deposit, or throw any objects or permit to place, deposit, throw any object in the common area such as lift lobbies, common corridors or staircases as these may cause obstruction and be a fire hazard.

Occupiers shall not throw rubbish, rags or other refuse, or permit the same to be thrown into rubbish bins, sinks, water closets or water or soil pipes in the pantry and toilets or leave them unattended at the common areas / cargo lift lobbies.

Occupiers should submit their request for Bin Centre access cards via the Occupant Portal. For any enquiries, you can send email to officeoperations@esr-res.com.

The first application upon occupier's moving in is free of charge. The processing period is five (5) working days from our receipt of the completed application form. We will contact you for collection of the cards. Kindly bring along your company stamp for acknowledgement of receipt of the access cards.

A copy of the acknowledgement will be issued for your records.

Occupiers are required to return all the access cards to us in the event that they move out of the premises. There is a penalty of \$30.00 nett for each access card that is not returned.

1.9 Horticulture - Potted Plants

No potted plants of the occupier are to be displayed at the common corridor unless prior permission is granted by the MCST.

1.10 Pest Control

The MCST has appointed a pest-control contractor to treat the common areas on a regular basis. Occupiers with pest problems within the strata-titled areas may engage their own contractors for treatment at their own costs.

1.11 Insurance

The office towers have been insured against fire, and it covers the structure of the building and all common property. It does not, however, cover strata-titled premises' contents, furniture, etc., for which the Occupiers may wish to take up their own insurance policy.

1.12 Renovation Works

The Occupier is required to seek approval from ESR Real Estate Services Management Pte Ltd before carrying out any renovation, alteration or addition works to their demised premises.

Permit to Work and Risk Assessment must be submitted via online Occupant Portal and accompanied by copies of all relevant plans, designs and approval obtained from the relevant authorities with respect to the intended works.

For more information, please refer to the Fit-Out Guidelines.

1.13 Other House Rules and By-Laws

Occupiers are refrained from create any noise, obstruction or nuisance to the common area or interfere with other peaceful enjoyment of other occupiers or patrons.

Occupiers shall not, except with the prior written approval of the MCST, use or store within the strata-titled premises or common area any flammable chemicals, liquid, gas, or other flammable materials.

1.14 Deliveries

Deliveries of bulky items to all Office Towers can be made only via the Carpark Entrance G, but not from street-level. Entrance G has a carpark height of 3.5 meters and direct access to the Loading / Unloading Bay.

2. CARPARK

2.1 Season Parking

2.1.1 General

The Carpark is operated by ESR REAL ESTATE SERVICES MANAGEMENT PTE LTD on behalf of The Management Corporation Strata Title Plan No. 2197 (hereafter called "the Owner"). The operation of the Carpark is governed by the Parking Places Act (Singapore) and its Rules and Regulations.

The MCST does not accept any responsibility and shall not be liable or responsible for any loss, damage or injury of whatsoever nature and howsoever caused to the occupier's, employee's, servant's, agent's vehicles or other property or person(s) in the Carpark. Motorists and other person(s) using the Carpark do so entirely at their own risk.

Strictly no washing, servicing, or repairing of vehicles is permitted in the Carpark.

The Owner reserves the right to add, amend or revise the Terms and Conditions for the use of the Carpark from time to time.

The Owner reserves the right to introduce any new Season Parking Scheme and/or discontinue the scheme at its sole discretion.

The Owner reserves the right to impose charges* or immediately terminate the Season Parking Scheme of motorists found violating any of the terms & conditions of this application, the relevant governmental rules & regulations and specifically, violations of public safety, such as driving against the direction of the traffic flow in the Carpark.

*- The charges shall be imposed under the applicant's company accounts.

2.1.2 Season Parking Hours

The season parking is valid daily (Monday to Sunday including Public Holidays) at Basement 2 car park only.

Any season holders that enter the carpark by using Basement 1 or at the street level parking shall be treated as **hourly parking user**. The hourly parking charges will be imposed according to the prevailing rates.

Monday to Friday (5.00pm onwards) and Weekends (Saturday & Sunday) including Public Holidays, Basement 2 car park will be opened for hourly parking. Parking subjected to the availability of the parking lots.

Reserved Lot (with vehicle no. painted on the lot)

Monday to Friday	7.00am to 7.00pm
Saturday, Sunday & Public Holidays	N.A.

Any motorist beside applicant found parking in the Reserved Lot from 7.00 am to 7.00 pm during weekdays (except during Weekends & Public Holidays), MCST will have the right to wheel clamp the said vehicle. An administrative charge of \$108 (Inclusive of GST) will be imposed for the removal of the wheel clamps.

MONTHLY SEASON PARKING CHARGES (WITH EFFECT FROM 1 JANUARY 2023)

TYPE OF PARKING	CHARGES PER MONTH (Subject to GST)
Reserved Lot (with vehicle no. painted on the lot)	S\$480
Non-reserved & Temporary Lot	S\$240

NB:* The cost of painting/ repainting of "Reserved" lots will be S\$90.00 (subject to GST)

The Season Parking charges are calculated according to calendar month. There will be no apportionment for periods less than a calendar month.

The MCST reserves the right to revise the charges at any time it deems appropriate.

2.1.3 Application for Season Car Parking Lots

Each Occupier shall appoint one or two authorised contact persons for application for season parking.

Application for Season Parking can be made by submitting request via Occupant Portal.

Payment by GIRO is required therefore original GIRO Form shall be submitted together with the season parking application form. Occupiers must furnish the Car Registration number(s) of the vehicle(s) using the lot(s) and other information as requested in the prescribed Application Form.

To expedite the application process, occupiers may make payment via bank transfer / Help Station within the basement carpark. together with their submission for application. The season parking payment shall be made quarterly in advance.

Acceptance of application form and payment does not imply that the application has been approved.

Upon approval of new season parking request, the initial quarterly payment shall be made via bank transfer / Help Station within the basement carpark while GIRO application is in process. GIRO payment will be scheduled for deduction on the 20th for the following quarter renewal. Do make payment via bank transfer / Help Station within the basement carpark if the GIRO deduction is not successful.

All payment can be made via bank transfer or at any Help Stations within the basement carpark.

The commencement date for each new application for season parking shall be either 1st or 16th of each calendar month. The cut-off date for each application shall be 7 working days before the commencement date. Any application received after the cut-off date shall be brought forward to the next commencement date if application is approved.

The authorised contact person(s) as indicated in the application shall liaise with the Owner for all matters pertaining to Season Parking on behalf of his/her company.

In the event whereby there is a change of the occupier's authorised contact person, it is the responsibility of the occupier to inform Carpark Office in writing, with the occupier's company letterhead and company stamp.

2.1.4 Renewal of Season Parking

The season parking shall be renewed on quarterly basis. Existing holders of the pass shall ensure that the full payment is made on or before the due date as stated in the renewal notice and inform MCST in writing immediately if there is any change of season parking details.

Payment for renewal of season parking by GIRO is required. Alternately, payment via bank transfer or at any Help Stations within the basement carpark.

GIRO payment will be scheduled for deduction on the 20th for the following quarter renewal. Do make payment via bank transfer if the GIRO deduction is not successful.

The invoice for payment shall be sent to the unit within a month from the date of payment received.

MCST reserves the rights, without prior notification, to auto-deactivate the season parking with outstanding payment immediately. No waiver or refund will be made for any hourly parking charges paid or incurred during the period of deactivation.

MCST reserves the right, to impose charges for company with outstanding payment as follows:

- I. First time – Reminder but no charge
- II. Second time – S\$20 per season lot (subject to prevailing GST)

2.1.5 Termination of Season Parking

For termination of Season Parking, please obtain the form "Application for Refund of Season Parking Fee" from our Carpark Office. Notice of Termination shall be submitted to the MCST Office at least 7 working days in advance during office hours:

From 9.00 a.m. to 5.30 p.m. on weekdays (except public holidays)

The effective date of termination shall be the last day of the prevailing month.

The Owner reserves the right not to accept any late notification of termination, i.e. giving less than 7 working days. However, in the event that the termination is accepted due to valid reasons, the Owner reserves the right to impose charges based on \$25 per day (subject to prevailing GST) calculated from the effective date of termination (last day of the month) to the date (during office hours) of receiving the notification.

The Season Parking charges for the unexpired period will be refunded on a whole month basis provided there is no transaction registered in that calendar month. There will be no refunds for the unexpired period if it is less than one full calendar month.

2.1.6 Important Notes for Season Parking

The season parking is only at Basement 2. Any season holders that enter the carpark by using Basement 1 or at the street level parking shall be treated as **hourly parking user**. The hourly parking charges will be imposed according to the prevailing rates.

The authorised contact person shall be responsible to inform the Owner with official notes when there are changes to any vehicles, the registration numbers of the vehicles (including the respective I.U numbers) and/or names of motorists by using a prescribed form obtainable from the Owner.

The Owner will take legal actions against any motorists found committing dishonest acts. Particularly, entering and/or exiting the carpark by tailgating (following closely behind) other vehicles in order to avoid payment. As such acts are considered to be cheating, the Owner will report to the Police with the video footage of the acts.

(NB: All entrances and exits of Suntec City are covered by CCTVs).

2.1.7 Enquiries

For enquiries regarding carpark issues, please email mcst-adminservices@esr-res.com or call the 24hrs hotline at 6266 1501. Alternatively, you can visit Suntec City MCST Office located at 3 Temasek Boulevard, #B1-65 Suntec City Mall Singapore 038983.

2.1.8 Hourly Parking

The hourly parking rates are:

- | | | |
|----|---|---|
| i) | Mondays to Fridays (except Public Holidays) | |
| | 7.00 am - 5.00 pm | \$2.60 for the first 1 hour
\$1.30 per 30 mins or part thereof |
| | 5.00 pm – 4.00 am | \$3.00 per entry
\$2.60 1 st hour |
| | 4.00 am – 7.00 am | \$1.30 per 30 mins of part thereof |

ii) Saturdays, Sundays, and Public Holidays

7.00 am – 4.00 am

\$2.60 1st hour

\$1.30 for the next 3 hours

\$1.30 after 4th hours per 30 mins or part thereof

4.00 am – 7.00am

\$2.60 1st hour

\$1.30 per 30 mins or part thereof

(All charges are inclusive of GST)

3 ENGINEERING

3.1 Duties & Responsibilities

The Engineering Department maintains and oversees the essential Mechanical & Electrical (M & E) services provided to the Development.

The services are:

- Electrical
- Air-conditioning & Ventilation
- Plumbing & Sanitary
- Fire Protection
- Lift & Escalators

The Management Corporation's scope of responsibility for these services would be confined to within the common areas (i.e. Common corridors, staircases, lift, etc.) and also the main incoming supply to Occupiers' premise(s). Other isolated breakdowns to installations within the office premises (i.e., electrical power tripping to individual rooms / equipment blown lamps, for office tower premises, will be the responsibility of the Tenant/Occupier. Air-conditioning temperature discrepancies for individual rooms / confined areas) will have to be rectified by the Occupiers' nominated contractors.

Attendance to M&E breakdown pertaining to Landlord's strata-titled areas / services can be called upon by contacting the operation team from the enclosed "Contact List for Operations Department @ Suntec City".

3.2 Electrical Supply

Electrical supply for all units is available from the electrical meter board located at the common corridor electrical riser. Running of cables and installation of distribution boards to tap the supply to the unit is done by the Occupier's appointed contractors.

Lighting luminaries and exit lights are provided for at all common areas.

Essential lightings at common areas are switched on 24 hours.

Emergency standby generators are available, which will automatically provide back-up power supply to serve the essential services of the building such as lifts, emergency lightings, fire protection systems, etc. in the event of a power failure.

3.3 Air-conditioning for Office Towers

The air-conditioning system is a chilled water-cooled Air Handling Unit (AHU) system serving the entire storey. Cooled air is channelled from the AHU room to the strata-titled premises via main ducts.

The distribution of air from these main ducts to the various rooms of the office layout is designed and provided for by the Occupier's appointed contractors.

The operation of the above centralised air-conditioning system for the offices are as follow:

Mondays through Fridays	8.00 am to 6.00 pm
Saturdays	8.00 am to 1.00 pm
Sundays & Public Holidays	No operation

3.3.1 Air-conditioning Charges For Occupier-Fitted Fan Coil Units (FCU) If applicable

One set of chilled water and condenser (auxiliary) water tap-off points are available on every floor of the office tower for Occupiers' auxiliary cooling. Consumption of auxiliary water and chilled water for the operation of individual FCU's within strata-titled units is chargeable at \$0.30 per refrigeration ton (RT) per hour and \$1.00 per refrigeration ton (RT) per hour respectively. Consumption is monitored by Hour-run / BTU meter(s) installed by the tenant/occupiers.

Occupiers who require air-conditioning beyond the above stipulated hours can submit their requests via Occupant Portal.

Air-conditioning extension requests should be submitted at least one working day in advance and must be received by 5.00 p.m.

Air-conditioning extension is chargeable at 1.00 per refrigeration ton (RT) per hour with reference to the Occupiers' floor area. The refrigeration ton is a measure of the cooling capacity of the AHU.

3.4 Lifts / Fireman's Lifts

Lift operation times for passenger lift at the office towers are as follows:

Mondays through Fridays	7.00 am to 10.00 pm 10.00 pm to 7.00 am (only one lift running)
Saturdays	7.00 am to 2.00 pm
Sundays, Public Holidays	24 hours (only one lift running)

And other times outside of the above specified time frames

The specifications for the passenger lifts cars are:

- | | |
|------------------------------------|---------------------------------|
| a) Dimensions (mm) | 2000 (W) X 1660 (D) X 2700 (HT) |
| b) Maximum laden weight / Capacity | 1500kg / 22 persons |

Fireman's Lift

The Fireman's Lift, also serving as the cargo lift, is operating 24/7.

The specifications for the Fireman's Lift cars are:

- | | |
|------------------------------------|---------------------------------|
| a) Dimensions (mm) | 2000 (W) X 1660 (D) X 3100 (HT) |
| b) Maximum laden weight / Capacity | 1500kg / 22 persons |

All contractors must report at the security counter to obtain security pass and must always wear their pass. Otherwise, the Management reserves the right to refuse entry of any unknown personnel for

purposes, which cannot be verified.

For delivery of equipment, contractor is required to put up the plywood boards protection to the common areas.

3.5 Public Address (PA)/ Emergency Paging System

The PA system provision is intended to facilitate the relay of emergency paging/ announcement messages to all units.

Any requirement for additional speaker by Tenant/Occupiers' within the strata-titled units will be the responsibility of the Occupiers.

3.6 Sprinkler System

The base Sprinkler system provision is intended to facilitate protection of to the strata-titled premises during emergencies.

Any additional sprinkler points and/or fire protection systems by Tenant/Occupiers' within the strata-titled units will be the responsibility of the Occupiers

3.7 Request for Attendance to Minor M & E Breakdowns within Strata-Titled Premises

Occupiers are responsible for the maintenance and repair of their premises, including all M & E fixtures and fittings at their own costs.

Alternatively, Tenant/Occupiers may consider engaging the following vendors, on a mutual agreed commercial terms for handyman services such as replacement of tenant's fused lights, lighting installation and/or minor M&E works, etc.

- 1) Jardine Engineering (Singapore) Pte. Ltd. – Mr. Luo Zhong Hua at Tel: 9648 0287.
- 2) Eezee Pte. Ltd – Mr. Michael Tung at Tel: 9180 6321

3.8 Telecommunication Providers I Cable T.V.

There are mainly four (4) telecommunication providers within Suntec City:

- Starhub
- M1
- SingTel
- SIMBA (TPG)

4 CRISIS MANAGEMENT & SECURITY SERVICES

4.1 Registration for Visitors

All Visitors to office towers MUST register at the Concierge Desk or the self-help Visitor Management System (VMS) located at the lobby. Facial Recognition / QR code will be use to access the building.

4.2 Security Access Control System

All contractors and their workers including all deliveries are required to report to the duty officer at the Guard House located at Basement 2 Loading Bay at Red Zone, entering Entrance G, together with a valid Permit to Work / Delivery Order and the workers lists and exchange for the access card.

For assistance, please contact out hotline at 6266 1501.

4.4 Parking of Motorcycles

Delivery personnel and occupiers who ride motorcycles should be advised to park their motorcycles at the designated lots in the basement carparks.

4.5 Emergency Contact Person (ECP)

Occupier is to provide the MCST the contact details of a primary and secondary Emergency Contact Person and to appoint at least two Fire Wardens. Mobile numbers are preferred to ensure personnel can be easily reached.

4.6 Fire Evacuation Drills

The MCST's Security & Operation Department would liaise with occupiers from time to time on all matters relating to fire safety and security.

The In-Place Protection exercises and the fire evacuation drills are conducted twice a year. Please ensure that your staff attends the briefings conducted by the Fire Safety Manager and participate in all the exercises and drills.

4.7 Emergency Plan

The Person who discovers the fire can:

- Raise the alarm by activating the nearest fire alarm break glass manual call-point
- Attempt to extinguish any incipient fire with the available firefighting equipment without taking any personal risk
- Inform the Central Fire Command Centre on the situation through the Fireman Intercom near the Fireman Lift

Note: Burning of incense paper for prayers are to be in a closed container at the designated open space along Nicoll Highway.

4.8 Malfunction of Lifts

If you discover any lift that is not working, please call and report to the 24 hrs hotline at 6266 1501.

4.9 Fire Safety Practices

Fire safety is the responsibility of every individual thus some of the fire safety practices that occupiers need to adhere includes ensure that their Fire Extinguisher are maintained and serviced yearly to ensure equipment is useable, Emergency Lights are maintained, No obstruction to emergency exits/fire exit passage way/common corridor /fire access panel and to adhere to all other regulations as stipulated in prevailing statutory requirement such as Fire Code, Fire Safety Act, etc at all times.

Note: For any enquiries pertaining to Fire Safety, you can send your email to firesafetyenquiries@esr-res.com.

4.10 Fire Safety Certification

Our management would like to remind you that commencing business without Fire Safety Certification (FSC)/ lodgement of Minor Additions or Alterations (MAA) (subject to QP's advice) is a violation of the Fire Safety Act.

5.0 SWIMMING POOL RULES AND REGULATION

5.1 Opening Hours and Usage of Swimming

- a) The Swimming Pool is open daily from 7.00 am to 10.00 pm, excluding Public Holidays.
- b) Only authorized occupiers with valid access card issued by the MCST shall be permitted to use the swimming pool.
- c) Occupiers shall be required to pay a cost of \$30.00/- for each access card, up to a maximum of two cards, made payable to "The MCST Plan No. 2197". Application for the access cards can be made by submitting the application via Occupant Portal.
- d) A levy of S\$30.00 shall be imposed for each lost card or replacement due to damage.
- e) Occupiers shall be required to inform the MCST in writing for termination for the use of recreational facilities and return the access cards to the Reception Counter of Suntec City MCST Office located at Basement 1, Tower Four.

5.2 Pool Etiquette

- a) The safety equipment provided around the pool shall not be used for any other purposes except in an emergency.
- b) No poolside furniture shall be removed from the pool area. Misuse of the poolside furniture shall be strictly prohibited. Deck chairs and other poolside furniture shall not be reserved.
- c) Persons vacating the pool shall remove all their belongings.
- d) Users entering the swimming pool shall be requested to be in proper attire that i.e. swimming costume/trunk.
- e) All users shall be advised to wash their feet before entering the pool.
- f) Body oil and other cream shall be rinsed off before entering the swimming pool.
- g) Smoking, eating and barbecuing of food shall not be allowed.
- h) Pets and animals shall be strictly prohibited.
- i) Activities with excessive noise and live band shall not be permitted in the premise.
- j) Videos, films, show, etc organized by Owners / Occupiers shall not be permitted in the common areas.
- k) Children under 12 years of age shall not be permitted in the pool, unless accompanied by adults.
- l) Except for goggles and kickboard, no other items e.g balls, curlers or toys shall be allowed in the pool.
- m) Breakable or sharp objects shall be forbidden in the premise.
- n) Footwear shall not be worn on the deck of the swimming pool.
- o) People who are suffering from any infectious disease / open wounds shall not be allowed in the pool.
- p) Coaching lessons shall not be permitted without prior approval from the MCST.
- q) No spitting shall be allowed in the premise.
- r) All litters shall be disposed of in receptacles.
- s) No diving shall be allowed.
- t) No religious activities / gathering shall be allowed.
- u) No unauthorized tapping of common area power supply shall be allowed.

- v) All persons shall be advised to leave the pool during rain/thunderstorm and observe all safety guidelines.
- w) There shall be no Lifeguard on duty at any time and swimmers shall swim at their own risks. Any persons who are unwell / unfit shall not be swimming in the pool.

5.3 Guests

- a) Maximum numbers of two guests / children shall be allowed.
- b) Guests / children shall be accompanied by occupiers with valid access cards.
- c) Occupiers shall ensure that their guests / children comply with the rules and regulations contained herein and the person who made the booking shall be present during the duration they are using the premises.

5.4. Liabilities

- a) The MCST shall not be liable for any loss of or damage to any articles whatsoever brought upon the pool by the occupier or their guest / children.
- b) The MCST shall accept no responsibility for any accident or fatality to occupiers or their guests / children or damaged or loss to private property or personal belongings however caused.
- c) Any wilful damage caused to the pool by the occupiers and their guests / children shall be made good by the MCST and the cost of making good the damage shall be borne by the occupiers.
- d) Occupiers shall be fully responsible for the conduct and behaviour of their guests / children and shall be liable to the MCST in respect of any damages or injury caused by them and shall keep the MCST fully indemnified in respect of any action, claims or demand arising by reason of their act or default.

5.5 Risks and Responsibilities

- a) As there shall be NO lifeguard at the Swimming Pool at all times, the MCST shall NOT be held responsible for any claims arising out of any death, or injury or loss, suffered or caused while using the facility.

5.6 Notices

- a) The MCST shall alter, amend, add or delete these rules and regulation and close the pool for maintenance or others purpose without prior notice.
- b) The MCST shall also by notice inform occupiers of current pool activities.
- c) Notice shall be given to occupiers of current swimming pool activities within the premise.
- d) Security personnel / authorized staff shall require any person in the pool to identify the users.
- e) The Security personnel shall reserve the right to require the person who breaches any rules to leave the swimming pool.
- f) The MCST shall ban users from the use of the facilities for a period of one to three months or longer, depending on the severity of the non-compliance.

5.7 Charges For Booking Of Facilities At Suntec City

Facilities / Areas	Items	Charges (Incl. of GST)	Remarks
Swimming Pool	No Charges Imposed		
Tennis Courts (charges is based on per hour per court)	Non-Peak Hours	\$4.00	0700 hrs to 1800 hrs on weekdays (excluding Sat, Sun & Public Holidays)
	Peak hours	\$10.00	1800 hrs to 2200 hrs on weekdays / 0700 hrs to 2200 hrs on weekends including Public Holidays