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# FAQs

## What time does SFF start?

### REGISTRATION

You may collect your badge or register at the following locations at Singapore EXPO, 1 Expo Dr, Singapore 486041:

- Registration Area, Level 1, Apex Gallery
- Hall 6, Level 1, near Expo MRT station

6 November, Wednesday: 7:30am – 6:00pm

7 November, Thursday: 8:00am – 6:00pm

8 November, Friday: 8:00am – 5:30pm

### HALL ACCESS

Delegates: 8:00am – 6:00pm

Exhibitors: 7:30am – 6:30pm

Trade Visitors: 10:00am – 6:00pm

### SFF MEETUP AREA

12.30pm - 5.30pm

## How do I get to the venue?

Singapore EXPO is easily accessible via several modes of transport. The address is 1 Expo Drive, Singapore 486150. To find out how to get there, click [here](#).



Hello! Welcome to the Singapore FinTech Festival.



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### Which stages do I have access to?

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**Executive / Delegate / Government / Academic / Media / Start Up / Speakers / VIP Pass Holders:**

1. Festival Stage – Hall 1
2. FutureMatters Stage – Hall 2
3. Technology Stage - Hall 3
4. Founders Stage - Hall 4
5. Talent Stage - Hall 4
6. Regulation Stage - Hall 5
7. ESG Stage - Hall 5

### Is there a dress code?

The dress code for SFF is business or smart casual. You may be doing plenty of walking in and around the conference halls and our air-conditioning can run fairly cold, so dressing in beachwear and flip flops will not be ideal attire.

### Is re-admission allowed on days of the exhibition?

Re-admission is allowed for all registered visitors who have collected their SFF pass, across all days (6 - 8 November) of the exhibition.

### Are passes transferable? Can passes be replaced?

Passes are non-transferable and have to be worn at all times. There is a non-refundable SGD 25 (subject to 9% GST) fee to replace badges and/or badge holders.

**Note:** If you wish to substitute a participant, please inform the organisers at [registration@sgfintechfest.co](mailto:registration@sgfintechfest.co) at least 2 weeks before the event commences. Substitution requests are subject to the organisers' approval. No refunds shall be

made for cancellations and/or non-attendance.

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## Which pass types have access to the F&B Zones?

The F&B Zones are accessible to the following pass types.

- Executive Pass
- Speakers Pass
- Delegate Pass
- Government Pass
- Startup Pass
- Academic Pass
- Media Pass

There are also a variety of paid F&B options in the EXPO and around the vicinity.

## Are there hydration points at the event?

Every bit counts! We believe in doing our part to create a greener, more sustainable future. Please bring your own water bottle to reduce single use plastic usage and refill your water from one of the hydration points located around the venue.

## Are there any Luggage Storage facilities?

Yes, at the MAX Atria Gallery Office outside Hall 1. Kindly note that storage is complimentary only for Speakers and Executive pass holders.

Storage is otherwise chargeable at S\$10 per piece and available on a **first-come-first-serve basis**.

Storage hours are from 7:30am – 6:00pm daily.

## Will security checks be conducted at the event?

Yes. Random bag checks will be conducted by our Security Officers. Visitors are advised to travel light to expedite security checks.


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### Are there any items which are not allowed to be brought in?

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The list of prohibited items are as follows:


- Firearms / Parts of Firearms, including empty magazines and spent cartridge (with percussion cap attached) etc
- Selfie sticks, poles or totems
- Live Bullet / Blank
- Canned items
- Air Pistol / Rifle or parts
- Tear-Gas Spray / Pepper Spray
- Spear Gun
- Nunchaku
- Explosive / Blasting Cap / Dynamite / Corrosive Substance
- Knuckle Duster
- Fireworks / crackers
- Cross Bow
- Parang / Machete
- Industrial Acid
- Bearing scrapper
- Bullet Proof Vest
- Walking Stick with Dagger
- Key Chain (Bullet / Gun/ Sword/ Knife)
- Antique Pistol / Gun
- Wooden / Metal Spear
- Stun Gun
- Lighter in Gun, Pistol, Bullet, Grenade Shape
- Baton / T-baton
- Toy Gun which resemble actual gun
- Signal Flare and other Flammable materials
- Drones



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- Handcuff
- Spray Paint
- Air horns / Noise Makers
- Water Guns & Squirt Guns
- Balloons, balls, inflatable balls, Frisbees or flying disks

- Personal Mobility Devices (Bicycles, Booster Boards, Skateboards)
- Any sharp items that can be used as a weapon
- Illegal or illicit substance, drugs or drug paraphernalia
- Large chains, chained mallets or spiked jewellery
- Laser pens, laser pointers or similar focused light devices

**Note:** The organiser will have the final say on items not listed above. The decision is final and absolute. All participants are advised to bring along personal identification as security checks may be carried out at the Organisers' discretion.

## Side events happening during the week

### Who can attend SFF After Hours?

Festival pass holders with access to SFF After Hours include:

- Delegate Pass
- Executive Pass
- Government Pass
- Startup Pass
- Academic Pass
- Media Pass

You still have time to [get your SFF pass!](#)

### What is the Singapore Global FinTech Awards?

The Singapore Global FinTech Awards recognises innovative FinTech solutions by FinTech companies, financial institutions, technology companies, as well as

individuals and companies that have been instrumental in creating new growth opportunities, transforming FinTech industry practices and promoting digital inclusion. This event is by-invite only.

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**Stay tuned for more information on the rest of the events happening during the week.**

## Is there an age restriction for attending the event?

SFF is open to registered trade visitors and professionals who are 16 years old and above.

## Can visitors bring children to the event?

Admission to SFF is strictly for trade visitors and professionals who are 16 years and above only.

## CONTACT US FOR FURTHER ENQUIRIES

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FINTECH FESTIVAL

2024

Organised by



ELEVANDI



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