

Gardens by the Bay Venue Guidelines

Singapore's Premier Garden Venue
18 Marina Gardens Drive, Singapore 018953
Last Updated: November 2024

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1. Venue Overview & Policies

1.1 Gardens by the Bay Event Venues

Gardens by the Bay offers unique indoor and outdoor event spaces within Singapore's most iconic garden setting. All event venues provide spectacular backdrops combining nature, architecture, and Marina Bay skyline views.

Available Venues:

- The Meadow:** Singapore's largest outdoor garden event space (22,000 sqm, capacity 30,000 standing)
- Flower Field Hall:** Indoor space within Flower Dome (1,200 sqm)
- Silver Leaf:** Intimate outdoor setting under Supertrees (1,360 sqm)
- Supertree Observatory:** Highest point in Gardens (50m above ground)
- OCBC Skyway:** Aerial walkway events (128m long, 22m above ground)
- Waterview Room:** Marina Bay waterfront views (600 sqm)
- Secret Life of Trees:** Elevated garden space (475 sqm + 165 sqm flat lawn)
- Floral Fantasy:** Dream-like indoor experience (1,500 sqm)

1.2 General Event Policies

Prohibited Activities:

- Casino-themed events and activities **strictly prohibited**
- Events considered politically or religiously sensitive **not permitted**
- Unlawful activities of any nature **prohibited**
- No picnic furniture throughout the Gardens
- Kite flying (including remote-controlled kites) **prohibited**
- Swimming and fishing prohibited throughout Gardens

Permitted Activities:

- Picnics in most parts of Gardens (except Conservatories)
- Personal photography for memories
- Wedding photoshoots (strongly encouraged on weekdays)

2. Outdoor Event Weather Policies

2.1 Weather Contingency Planning

Monsoon Season Considerations (November - March):

- High rainfall probability: Backup indoor spaces or weather protection required
- Recommended lead time: 90 days for outdoor events during monsoon season
- Weather monitoring: 7-day forecast assessment provided before events

Heat Index Protocols (April - October):

- Temperature monitoring: Events may be modified if heat index exceeds 35°C
- Hydration stations: Mandatory for outdoor events over 2 hours
- Shade requirements: Tents or canopies required for seated events over 1 hour

2.2 Event Modification Procedures

Weather-Related Changes:

- **24-48 hours notice:** Gardens management will assess weather risks
- **Alternative arrangements:** Indoor backup venues offered when available
- **Partial refunds:** Considered for venue-initiated weather cancellations
- **Rescheduling:** Within 6 months subject to availability

Force Majeure Events:

- Extreme weather warnings (Code Red)
- Government-issued safety advisories
- Gardens safety team recommendations

3. Plant Protection Rules

3.1 Ground Protection Requirements

Turf and Lawn Areas:

- **No stakes in ground:** Absolutely prohibited throughout Gardens
- **No ground penetration:** Tent stakes, anchors, or posts not permitted
- **Protective flooring:** Wooden planking required under all equipment on grass
- **Weight distribution:** Heavy equipment must use load-distribution mats
- **Restoration responsibility:** Any damage to turf must be professionally restored at organizer's cost

3.2 Tree and Plant Safety

Supertree Protection:

- **No attachments:** Nothing may be hung from or attached to Supertrees
- **Clearance requirements:** Minimum 3-meter clearance from Supertree base for equipment
- **Root protection:** No vehicular traffic within 5 meters of tree base

General Plant Protection:

- **No plant interference:** Decorations, signage, or equipment cannot be attached to any plants, trees, or structures
- **Pathway maintenance:** All plants along walkways must remain untouched
- **Photography guidelines:** Guests may not climb or damage plants for photo opportunities

3.3 Conservatory-Specific Rules

Flower Dome & Cloud Forest:

- **Climate control:** No equipment that generates heat within conservatories
- **Humidity sensitivity:** Event setups cannot interfere with misting systems
- **Plant displays:** Existing horticultural displays take precedence; event decor must complement not compete
- **No alterations:** Zero tolerance for moving or modifying existing plant arrangements

4. Sound Level Restrictions

4.1 Noise Management Policy

Gardens by the Bay maintains strict sound level controls to protect both visitors and residential neighbors while preserving the tranquil garden atmosphere.

Maximum Sound Levels:

- **Daytime (9:00 AM - 6:00 PM): 85 dBA maximum at venue boundaries**
- **Evening (6:00 PM - 10:00 PM): 80 dBA maximum at venue boundaries**
- **After 10:00 PM: 75 dBA maximum (special events only)**

4.2 Amplified Sound Restrictions

General Sound Policy:

- **No amplified sounds or music between 10:00 PM and 9:00 AM**
- Public announcement systems for **announcement purposes only**
- Loud hooters require **prior approval** from Gardens management
- Background music permitted at conversation level (65-70 dBA)

Outdoor Events:

- Sound systems must be **directed away** from residential areas
- **Maximum 2 loudspeakers** for most outdoor events without special approval
- Speaker placement must be **downward-angled** toward audience
- Sound checks limited to **10-minute intervals** during setup

4.3 Special Sound Approvals

Events Requiring Enhanced Sound:

- **Application required:** Submit sound plan 30 days in advance
- **Professional sound consultant:** May be required to assess impact
- **Neighbor notification:** Gardens will inform nearby residents
- **Sound monitoring:** Real-time monitoring during event may be required
- **Immediate compliance:** Sound must be reduced immediately if complaints received

4.4 Musical Performance Guidelines

Live Music Events:

- **Acoustic instruments preferred** for daytime events
- Electric instruments permitted with appropriate sound control
- **No drums or percussion** after 8:00 PM in outdoor venues
- String quartets, jazz trios encouraged for evening events

5. Photography & Commercial Filming

5.1 Personal Photography

Visitor Photography:

- **Personal memories welcome:** Photography for personal use freely permitted
- **No tripods on weekends:** Tripod use prohibited on weekends and public holidays
- **Wedding photography:** Strongly encouraged on weekdays only
- **Safety Ambassador:** Accompanies weekend wedding shoots when permitted

5.2 Commercial Photography & Filming

Prior Approval Required:

- **Application deadline:** Minimum 14 days in advance
- **Commercial rates apply:** Separate fee structure for commercial shoots
- **Terms & Conditions:** Must accept Gardens' commercial filming agreement
- **Insurance requirement:** Public liability insurance mandatory

Application Requirements:

- Detailed shot list and locations
- Equipment list and crew size
- Duration and setup/breakdown time
- Client/agency information and usage rights
- Sample of previous work

5.3 Drone and Aerial Photography

Drone Operations - PROHIBITED:

- **Remote-controlled aerial cameras strictly prohibited** throughout Bay Central, Bay East, and Bay South Gardens
- This includes drones, planes, helicopters, and similar devices
- **Safety concerns:** Risk to visitors and wildlife
- **Airspace regulations:** Gardens within restricted flight zone

Alternative Aerial Photography:

- **Supertree Observatory:** Provides elevated views for photography
- **OCBC Skyway:** Aerial perspective from 22 meters height
- Gardens can recommend approved external drone operators for commercial projects requiring aerial footage

5.4 Photography During Events

Event Documentation:

- Gardens' official photographers may document events for promotional use
- Organizers should inform guests that photography may occur
- Media/press photography requires coordination with Gardens' communications team
- Professional event photographers must register with Gardens management

6. Parking & Loading Zone Access

6.1 Visitor Parking

Main Entrance Basement Carpark:

- **420 parking lots** available
- **Distance to venues:** 5-15 minute walk depending on event location
- **Operating hours:** 5:00 AM - 2:00 AM daily
- **Rates:** Standard visitor parking rates apply

The Meadow Carpark:

- **285 parking lots** dedicated to Meadow events
- **Distance:** 3-minute walk to The Meadow venue
- **Reserved parking:** Available for VIP/disabled guests with advance arrangement

Bayfront Plaza Carpark:

- **172 lots** available
- **Convenient for:** Floral Fantasy and SG50 Lattice events
- **MRT access:** Next to Bayfront MRT Station

6.2 Loading and Service Vehicle Access

Service Vehicle Entry:

- **Advance approval required:** All service vehicles must be pre-registered
- **Access times:** Generally 9:30 AM - 4:30 PM on weekdays
- **Restricted access:** Limited weekend and public holiday access
- **Escort required:** Gardens staff must accompany all service vehicles

Loading Procedures:

- **Designated loading zones** near each major venue
- **Time limits:** Maximum 30 minutes loading/unloading per vehicle
- **Equipment transfer:** Hand trolleys available for equipment transport from loading zones
- **Heavy equipment:** Crane and lifting services available by arrangement

6.3 VIP and Coach Transport

Chauffeur-driven Garden Cruisers:

- **Pre-arrangement required:** Book with venue coordinator
- **Service areas:** Transport between parking areas and venues
- **Capacity:** 8-12 passengers per cruiser
- **Schedule:** Coordinate with event timeline

Coach and Bus Access:

- **Coach Bay:** Dedicated area for large group transport
- **Advance booking:** Required for coach drop-off/pickup
- **Passenger flow:** Coordination with Gardens security for large groups

7. Emergency Procedures

7.1 Emergency Response Team

Gardens Emergency Services:

- **24/7 Security:** Trained emergency response personnel on-site
- **First Aid Stations:** Located throughout Gardens with trained staff
- **Emergency Vehicles:** Direct access routes maintained for ambulance/fire department
- **Communication Systems:** Emergency broadcast capability throughout Gardens

7.2 Medical Emergency Procedures

First Aid Response:

1. **Immediate response:** Gardens first aid team dispatched within 3 minutes
2. **Assessment:** Medical assessment and basic treatment provided
3. **Professional care:** Ambulance called if advanced care needed
4. **Hospital transport:** Direct route to Singapore General Hospital (8 minutes)

Event-Specific Medical Coverage:

- **Large events (500+ attendees):** Additional first aid station recommended
- **High-risk activities:** Professional medical standby required
- **Heat-related incidents:** Enhanced hydration and cooling protocols

7.3 Evacuation Procedures

Emergency Evacuation Routes:

- **Multiple exit points:** Each venue has minimum 2 emergency exits

- **Assembly areas:** Designated muster points away from structures
- **Visitor flow:** Trained staff direct guests to nearest safe exit
- **Communication:** Multi-language announcements available

Weather Emergency Response:

- **Lightning protocol:** Immediate evacuation of outdoor areas during electrical storms
- **Shelter areas:** Indoor venues serve as weather refuges
- **All-clear signals:** Gardens management coordinates return to outdoor areas

7.4 Security Protocols

Event Security:

- **Bag inspections:** May be implemented for large events
- **Access control:** Wristbands/badges for controlled access events
- **Lost children:** Dedicated protocol with trained staff
- **Incident reporting:** All incidents documented and reported to relevant authorities

8. Venue Specifications & Capacities

8.1 The Meadow (Outdoor)

Physical Specifications:

- **Total area:** 22,000 square meters
- **Maximum capacity:** 30,000 standing
- **Seated capacity:** 15,000 with stage setup
- **Stage area:** Flexible positioning with power access

Facilities:

- **Power distribution:** Multiple 63A and 125A outlets throughout area
- **Service vehicle access:** Direct access for staging and catering trucks
- **Lighting:** Existing pathway lighting; additional lighting recommended for evening events
- **Drainage:** Comprehensive drainage system for weather protection

Suitable Events:

- Concerts and festivals
- Mass community events
- Corporate incentive dinners
- Product launches
- Sports events and carnivals

8.2 Flower Field Hall (Indoor - Flower Dome)

Physical Specifications:

- **Area:** 1,200 square meters
- **Ceiling height:** Variable (dome architecture)
- **Climate:** Climate-controlled environment
- **Views:** Flower Field display and Marina Bay skyline

Facilities:

- **Exclusive entrance:** Private entry to Flower Dome
- **Hospitality desk:** Private registration area
- **VIP holding room:** Fully furnished with ensuite bathroom
- **Audio-visual:** Basic sound system, projectors, screens included
- **Kitchen facilities:** Well-equipped for Chinese and Western banquets
- **Washrooms:** Exclusive facilities for guests
- **Accessibility:** Private lifts for disabled access and loading

Suitable Events:

- Fashion shows and gala dinners
- Wedding receptions
- MICE events and product launches
- Special themed events

8.3 Silver Leaf (Outdoor)

Physical Specifications:

- **Area:** 1,360 square meters
- **Location:** Under canopy of silver-hued Supertrees
- **Views:** Dragonfly Lake and Marina Bay skyline
- **Setting:** Intimate garden environment

Facilities:

- **Power distribution:** Nearby distribution boxes
- **Service access:** Designated vehicle access for setup
- **Natural shade:** Supertree canopies provide natural coverage
- **Photography:** Ideal for wedding and corporate photography

Suitable Events:

- Outdoor weddings and solemnizations
- Exclusive cocktail receptions
- Product launches
- Special themed events

8.4 Supertree Observatory (Indoor/Outdoor)

Physical Specifications:

- **Height:** 50 meters above ground (tallest Supertree canopy)
- **Indoor area:** 120 square meters
- **Outdoor rooftop:** 140 square meters
- **Views:** 360-degree panoramic views of Marina Bay and Gardens

Unique Features:

- **Highest point:** Highest accessible point in Gardens by the Bay
- **Digital experiences:** Immersive digital learning features
- **Light refreshments:** Catering service available
- **Sunset views:** Premier location for evening events

Suitable Events:

- Cocktail receptions
- Wedding solemnizations
- VIP presentations
- Exclusive networking events

9. Booking Terms & Conditions

9.1 Application Process

Booking Timeline:

- **Advance booking:** Minimum **14 days** before event date
- **Complex events:** Recommend **90 days** advance booking
- **Peak seasons:** Earlier booking required (wedding season, year-end)

Application Requirements:

- **Completed venue booking form:** Available online at Gardens website
- **Event details:** Complete description including expected attendance
- **Technical requirements:** Detailed equipment and setup needs
- **Insurance certificate:** Public liability insurance required

9.2 Approval Process

Evaluation Criteria:

- **Compatibility with Gardens' mission:** Must align with nature and sustainability focus
- **Safety assessment:** Event safety and visitor impact evaluation
- **Environmental impact:** Assessment of potential damage to Gardens
- **Resource availability:** Staff and facility availability

Approval Timeline:

- **Standard events:** 7-14 days for approval response
- **Complex events:** Up to 30 days for full evaluation
- **Conditional approvals:** May require modifications or additional conditions

9.3 Payment Structure

Payment Schedule:

- **Booking deposit:** 50% upon approval
- **Balance payment:** Due 14 days before event
- **Additional charges:** Setup fees, equipment rental, staffing

Cancellation Policy:

- **30+ days notice:** 25% cancellation fee
- **14-30 days notice:** 50% cancellation fee
- **Less than 14 days:** 100% cancellation fee
- **Weather cancellations:** Pro-rated refunds considered

9.4 Event Day Requirements

Setup Coordination:

- **Setup time:** Included in venue rental (typically 4-8 hours before event)
- **Breakdown time:** Must be completed within 4 hours after event end
- **Gardens staff supervision:** Required for all setup/breakdown activities
- **Damage assessment:** Conducted immediately after event

Cleaning and Restoration:

- **Professional cleaning:** Required for all events
- **Waste management:** All event waste must be removed from Gardens
- **Restoration:** Any damage to Gardens property must be repaired at organizer cost

10. Contact Information

10.1 Venue Bookings & Sales

Gardens by the Bay - Venue Hire

Email: venue.hire@gardensbythebay.com.sg

Phone: +65 6420 6848

Operating Hours: Monday-Friday, 9:00 AM - 6:00 PM

10.2 Operations & Technical Support

Event Operations Manager

Phone: +65 6420 6848 ext. 1200

Email: events.ops@gardensbythebay.com.sg

Technical Services

Phone: +65 6420 6848 ext. 1300

Email: technical@gardensbythebay.com.sg

10.3 Visitor Services

Main Visitor Hotline: +65 6420 6848

Lost & Found: +65 6420 6848 ext. 2000

First Aid: Located at Visitor Centre and throughout Gardens

10.4 Transportation & Access

Gardens by the Bay

18 Marina Gardens Drive

Singapore 018953

Nearest MRT: Bayfront Station (CE1/DT16) - 5-minute walk

Bus Services: 400 (Marina Bay area circular)

Taxi Drop-off: Main Entrance and Coach Bay

10.5 Emergency Contacts

Gardens Security: +65 6420 6848 ext. 4000

Medical Emergency: Call 995 or contact nearest first aid station

Fire Emergency: Call 995

Nearest Hospital:

Singapore General Hospital

Outram Road, Singapore 169608

Phone: +65 6222 3322

10.6 Partner Services

Approved Caterers: List available upon venue booking

AV/Technical Suppliers: Preferred vendor list provided

Photography Services: Recommended photographers available

Transportation Services: Garden Cruiser and coach coordination

10.7 Additional Information

Website: www.gardensbythebay.com.sg

Social Media: @gardensbythebay (Instagram/Facebook)

Sustainability Inquiries: sustainability@gardensbythebay.com.sg

Document Control

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Important Notice: Gardens by the Bay reserves the right to modify policies and procedures as needed to protect the garden environment and ensure visitor safety. Always confirm current requirements at time of booking.

Disclaimer: This document compiles publicly available information and standard venue policies. Event organizers should verify all requirements directly with Gardens by the Bay venue management prior to finalizing event plans.