

Marina Bay Sands Event Policy Guide

Sands Expo and Convention Centre
10 Bayfront Avenue, Singapore 018956
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1. Event Policy Overview

1.1 Venue Capacity

Marina Bay Sands Expo & Convention Centre spans **120,000 square meters** across five levels and can accommodate up to **45,000 delegates** simultaneously. The facility features:

- **Exhibition Halls:** 6 halls (A, B, C on Level 1; D, E, F on Basement 2) totaling over 30,000 sqm
- **Meeting Rooms:** 250 configurable spaces
- **Ballrooms:** Including Southeast Asia's largest ballroom (Sands Grand Ballroom - 7,672 sqm)
- **Exhibition Booths:** Capacity for up to 2,000 booths

1.2 Booking Requirements

- Applications must be submitted with complete event details
- All bookings subject to availability and venue approval
- Minimum booking periods vary by space type
- Government entities may have special payment arrangements

2. Photography & Videography Rules

2.1 SkyPark Observation Deck - PROHIBITED ITEMS

Professional photographic equipment is strictly prohibited at Marina Bay Sands SkyPark, including:

- **Tripods** (any form including table pods, octopus flexible tripods, suction cup holders, camera clamps)
- Professional video-recording equipment
- Lights and reflectors
- **Drones** (all remote-controlled aerial devices)
- Gimbals and stabilizers exceeding handheld size

Rationale: Management cites safety concerns including strong winds that could topple equipment and potential injury to other visitors. Large equipment also obstructs other guests' views and experience.

Permitted: Personal cameras (mirrorless, DSLR without tripods), compact cameras, smartphones for personal photography.

2.2 Exhibition Halls & Convention Spaces

Photography of Exhibits:

- Photography of **other exhibitors' displays and equipment** is strictly prohibited without explicit written permission
- Exhibitors may photograph their own booths and products
- Audio/tape recordings within exhibit halls or meeting rooms are prohibited

Press & Media:

- The appointed photographer by the Organiser and accredited press are **exempted** from general photography restrictions
- Media credentials must be obtained in advance
- Designated media zones may be established for large events

2.3 Commercial vs. Personal Use

- **Personal photography:** Generally permitted in public areas (lobby, exterior)
- **Commercial filming/photography:** Requires prior approval from Marina Bay Sands management
- **Wedding photography:** Permitted in designated areas with advance booking; handler/coordinator may be required
- Application must be submitted at least **14 days in advance** for commercial shoots

2.4 Videotaping Requirements

- No videotaping of exhibits without prior written approval
- Live streaming and broadcasting require technical coordination with venue AV team
- Bandwidth and network access must be arranged in advance

3. Equipment Restrictions & Technical Specifications

3.1 Exhibition Hall Specifications

Level 1 Halls (A, B, C)

- **Hall A:** 4,240 sqm
- **Hall B:** 4,140 sqm
- **Hall C:** 4,170 sqm
- **Total Level 1:** 14,560 sqm

Technical Details:

- **Ceiling Height:** 9.45 metres
- **Floor Load-Bearing Capacity:** 12 kN/m² (1,200 kg/sqm or 240 lb/sqm)
- **Floor Finishing:** Concrete
- **Column Spacing:** 33m x 18m
- **Rigging Points:** 1 ton load capacity per point
- **Electrical Loading:** 3,000 Amp per hall
- **Lighting:** High Bay lights with average 300 lux
- **Ventilation:** Fully air-conditioned
- **Freight Door Dimensions:** 9.3m (W) x 5.5m (H)

Basement 2 Halls (D, E, F)

- **Hall D:** 3,110 sqm (note: section at 3.8m height)*
- **Hall E:** 4,840 sqm
- **Hall F:** 6,780 sqm
- **Total B2:** 17,190 sqm

Technical Details (same as Level 1 except):

- **Freight Door Dimensions:** 14.5m (W) x 5.5m (H) - wider access

3.2 Freight Elevator Specifications

- **Dimensions:** 3m (W) x 3.5m (H)
- **Capacity:** 9,500 kg (9.5 tonnes)
- **Access:** Direct access to exhibition halls

3.3 Equipment Restrictions

NO External Equipment Operation:

- **Strictly prohibited:** No external forklifts or equipment from outside contractors may operate within Marina Bay Sands premises including:
 - Service ramps
 - Loading docks
 - Exhibition halls
 - Meeting rooms
 - Ballrooms, pre-function and foyer areas

Equipment Rental:

- Forklifts only hired to **Approved Service Providers (ASP)**
- High-reach equipment operators must attend **MEWP Familiarization Session** before operation
- Hirers must wear provided safety attire when operating equipment
- Marina Bay Sands takes no responsibility for personal injury, accident, or equipment damage during hire period

3.4 Storage Facilities

- Once unloaded, all crates, cases, and storage materials **must be removed** by service contractor
- Materials must be stored **off-site** safely
- Return promptly to booth locations after event conclusion
- On-site storage **may be permitted subject to space availability**
- Marina Bay Sands reserves right to refuse on-site storage

3.5 Audio-Visual Equipment

In-House Services Include:

- Line array speaker systems
- HD projectors (10,000 - 15,000 lumens)
- Large format screens (250-300 inches)
- Conference microphones
- HD cameras for recording/live streaming
- Simultaneous translation systems
- Stage setup and carpentry works
- Lighting fixtures and control

Client-Provided Equipment:

- Must be submitted for approval 14 days in advance
 - Technical specifications and power requirements must be detailed
 - Installation must comply with venue safety standards
 - Licensed Electrical Worker (LEW) certification required for complex electrical installations
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4. Catering & Food Service Policies

4.1 Approved Vendors Policy

Marina Bay Sands operates an **exclusive catering policy**:

- **In-house catering:** All food and beverage services must be provided by Marina Bay Sands' approved caterers
- **No outside food/beverages:** Pre-purchased food and beverages are **prohibited** from being brought into the venue
- **Exceptions:** May be granted for specific cultural, religious, or dietary requirements with advance approval

4.2 Menu Options

- Extensive banquet menus available (Chinese, Western, fusion)
- Plant-based alternatives and vegetarian options
- Locally and regionally sourced ingredients prioritized
- Herbs and leafy greens from on-property herb gardens
- Custom menu development available for large events

4.3 Sustainability Initiatives

- Upcycled products: Circularity lectern from PET bottles, table number plates from wine corks
- Menu cubes and dietary tags from upcycled chopsticks
- Minimizing food waste through precise ordering systems
- Sub-metering of energy usage for client sustainability reporting

4.4 Service Standards

- Well-equipped kitchens for on-site cooking available in select spaces
 - Food preparation areas with steel counter-tops, ice-making machines, chillers, and freezers
 - Service timing coordinated with event schedule
 - Wait staff training in event service protocols
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5. Accessibility Features

5.1 Physical Accessibility

Wheelchair Access:

- All levels accessible via wheelchair-accessible lifts
- Ramps at venue entrances
- Wide corridors and doorways throughout facility
- Accessible restrooms on every floor
- Designated wheelchair seating in ballrooms and meeting rooms

Elevator Access:

- Guest elevators: Multiple units serving all floors
- Freight elevators: Accessible for equipment and accessible transport
- Service elevators: For staff and catering services

5.2 Assistive Listening Systems

- **Induction loop systems** available in ballrooms and select meeting rooms
- Assistive listening devices available upon request
- **Simultaneous translation:** Multi-language interpretation systems with booth setup

- Hearing impaired accommodation with advance notice

5.3 Visual Accommodations

- Signage in multiple languages (English, Mandarin, Malay, Tamil)
- High-contrast wayfinding throughout venue
- Large print materials available upon request
- Digital displays with adjustable text size

5.4 Service Animal Policy

- Service animals permitted throughout all public and event spaces
- Organizers should be notified in advance for large events
- Relief areas designated on property

5.5 Nearest Public Transport

- **Bayfront MRT Station** (Circle Line & Downtown Line): Direct underground connection
- **Marina Bay MRT Station**: 5-minute walk
- Taxi stands at main entrances
- Private coach drop-off points available

6. Insurance & Liability Requirements

6.1 Public Liability Insurance - MANDATORY

All event organizers and exhibitors must obtain **Event Liability Insurance** with the following minimum coverage:

- **Bodily Injury Coverage**: Minimum SGD \$1,000,000 per occurrence
- **Property Damage Coverage**: Minimum SGD \$500,000 per occurrence
- **Policy Period**: Must cover setup, event duration, and teardown
- **Additional Insured**: Marina Bay Sands Pte Ltd must be named as additional insured

Proof of Insurance:

- Certificate of Insurance must be submitted **at least 14 days before event**
- Must be issued by Singapore-licensed insurance provider
- Policy must be valid for entire event period including setup/breakdown

6.2 Coverage Requirements

Insurance policy must protect against:

- Accidental bodily injury to third parties (attendees, vendors, staff, public)
- Property damage to venue or third-party property
- Legal costs and defense expenses
- Compensation claims arising from organizer's negligence

6.3 Organizer Responsibilities

- Organizers assume all risks related to loss, injury, or damage during their event
- Organizers are liable for damage to venue property, facilities, and equipment
- Any damage must be reported within 24 hours
- Repair/replacement costs borne by organizer

6.4 Venue Operator's Liability

Marina Bay Sands **is not liable** for:

- Theft, vandalism, loss, or damage to organizer's or exhibitor's property
- Equipment left on premises
- Personal injury to organizer's staff or contractors
- Business interruption or consequential losses

6.5 Indemnification

Organizers must fully indemnify Marina Bay Sands against:

- All claims, damages, costs arising from the event
 - Legal costs on full indemnity basis
 - Liabilities arising from organizer's or attendees' actions
 - Third-party claims related to the event
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7. Setup & Teardown Windows

7.1 Standard Setup Schedule

Multi-Day Events:

- Setup may begin **48 hours prior** to event start (subject to hall availability)
- Overnight setup permitted for large exhibitions
- 24-hour access negotiable for complex installations

Single-Day Events:

- Setup window: **8:00 AM - 6:00 PM** day prior to event
- Same-day setup: Minimum 4 hours before event start
- Express setup services available at additional cost

7.2 Teardown Requirements

Immediate Post-Event:

- Teardown must begin immediately after event conclusion
- Standard window: **Within 12 hours** of event end
- Overnight teardown permitted (quiet protocols apply)

Extended Teardown:

- May be granted for large exhibitions (48-hour window)
- Additional fees apply for extended venue occupation
- Must be requested and approved in advance

7.3 Loading Dock Operations

Operating Hours:

- **Weekdays:** 7:00 AM - 7:00 PM (standard)
- **Extended hours:** Available with advance booking and additional fees
- **Weekend/Public Holiday:** Restricted access, premium rates apply

Loading Procedures:

- All vehicles must report to security and receive dock assignment
- Maximum dwell time: 30 minutes at dock
- Larger vehicles require advance scheduling
- Marshals required for oversized equipment movements

7.4 Storage Between Setup & Event

- **Limited on-site storage** available subject to space and approval
- Off-site storage recommended for most events
- Venue not responsible for stored items
- Storage fees apply for approved on-site storage

7.5 Venue Restoration

- Venue must be returned to original state
- All signage, decorations, tape residue must be removed
- Floor cleaning required if adhesives or spills occurred
- Damage assessment conducted post-event
- Cleaning/repair charges deducted from deposit or invoiced separately

8. Safety & Security Protocols

8.1 Fire Safety Requirements

- All materials must comply with Singapore Civil Defence Force (SCDF) Fire Code
- **Flame-retardant materials:** All drapes, carpets, decorations must be certified Class 1 or 2 surface flame spread
- Fire extinguishers: Required every 20 meters in exhibition areas
- **Emergency exits:** Must remain unobstructed at all times
- Fire safety plan must be submitted for events over 500 attendees

8.2 Booth & Structure Regulations

- **Maximum booth length:** 15 meters
- **Maximum booth width:** 3 meters
- **Separation distance:** Minimum 3 meters between booth rows
- **Covered structures:** Ball-type fire extinguisher required for every 12 sqm of covered area
- **Multi-storey structures:** Prohibited unless approved by SCDF

- **Enclosed booths:** Generally not permitted without special approval

8.3 Electrical Safety

- All electrical installations must be inspected by **Licensed Electrical Worker (LEW)**
- **ELCB (Earth Leakage Circuit Breaker)** and overload protection mandatory
- Power connections to bus bars by 12mm bolt; hirer provides bare-end lugs
- Electrical generators must comply with SCDF requirements
- Warning signs, fencing, fire-fighting equipment, and drainage tray required for generators

8.4 Crowd Management

- Events expecting **5,000+ attendees** must notify Singapore Police Force
- Crowd management plan required including:
 - Entry/exit flow control
 - Emergency evacuation routes
 - Security personnel deployment
 - First aid stations
- Maximum occupancy limits strictly enforced

8.5 Emergency Procedures

- **Emergency contacts:** Posted in all event spaces
- **Evacuation routes:** Clearly marked; must not be obstructed
- **Assembly points:** Organizers must brief staff and volunteers
- **First aid:** On-site first aid available; organizers may supplement for large events
- **Emergency announcements:** Venue PA system controlled by management

8.6 Security Measures

- **Security personnel:** Required for events over 1,000 attendees (1:100 ratio recommended)
- **Bag checks:** May be implemented based on event risk assessment
- **Access control:** Wristbands, badges, or ticketing system required
- **CCTV:** Venue monitored 24/7; footage available for incident investigation
- **Lost & Found:** Managed by venue security office

9. Cancellation & Payment Terms

9.1 Deposit Requirements

- **Booking deposit:** 30% of estimated total charges due upon confirmation
- **Balance payment:** Due 30 days before event date
- **Credit card guarantee:** Required for all bookings
- **Late payment:** 5% per annum interest on overdue amounts

9.2 Cancellation Policy

More than 96 hours (4 days) before event:

- **No cancellation charge**
- Full refund of deposit less administrative fee (SGD \$500)

Less than 96 hours before event:

- **50% cancellation charge** of rental and F&B charges
- Balance of deposit refunded

Less than 48 hours before event or "No-Show":

- **100% cancellation charge** of rental and F&B charges
- No refund

9.3 Date Change Policy

- **Date changes permitted** subject to availability
- Must be within **6 months** of original booking
- One free date change allowed; subsequent changes incur SGD \$300 admin fee
- Changes within 14 days of event treated as cancellation (subject to cancellation charges)

9.4 Venue-Initiated Cancellations

If Marina Bay Sands cancels due to force majeure, government orders, or operational necessity:

- **Reasonable alternatives** offered where possible
- If no alternatives accepted: **Full refund of fees paid**
- Venue **not liable** for consequential losses, travel costs, or business interruption

- Organizer should obtain event cancellation insurance for comprehensive protection

9.5 Payment Methods

- Bank transfer (preferred for large amounts)
 - Credit card (VISA, Mastercard, AMEX) - processing fees may apply
 - Cheque (requires 7 days clearance)
 - Corporate billing (approved accounts only, NET 30 terms)
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10. Contact Information

10.1 General Inquiries

Sands Expo and Convention Centre
10 Bayfront Avenue
Singapore 018956

Operating Hours: 7:00 AM - 7:00 PM Daily

Main Line: +65 6688 3888
Email: SECC@MarinaBaySands.com

10.2 Sales & Booking

Sales Team: +65 6688 8815
Fax: +65 6688 3014
Email: SECC.Sales@MarinaBaySands.com

10.3 Technical Services

Audio-Visual Services: +65 6688 3888 ext. 5500
Rigging & Lighting: +65 6688 3888 ext. 5510
Electrical Services: +65 6688 3888 ext. 5520

10.4 Operations

Loading Dock Coordinator: +65 6688 3888 ext. 3100
Security Office: +65 6688 3888 ext. 4000
Facilities Management: +65 6688 3888 ext. 3200

10.5 Emergency Contacts

Security Emergency: +65 6688 3888 ext. 4000
Medical Emergency: Dial 995 (Ambulance) or contact venue security
Fire Emergency: Dial 995 or activate nearest fire alarm

10.6 Nearest Hospitals

Raffles Hospital: 585 North Bridge Road, Singapore 188770 (+65 6311 1111)
Singapore General Hospital: Outram Road, Singapore 169608 (+65 6222 3322)

10.7 Transport & Parking

Taxi Booking: +65 6-DIAL-CAB (6342 5222)
Car Park Information: +65 6688 8888
Bayfront MRT Station: Direct underground access

10.8 Additional Resources

Website: www.MarinaBaySands.com
Sustainability Inquiries: sustainability@marinabaysands.com
Media & Press: media@marinabaysands.com

Document Control

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Important Notice: This document provides general guidelines. Specific requirements may vary based on event type, size, and complexity. Always confirm current policies with Marina Bay Sands venue sales team at time of booking. Marina Bay Sands reserves the right to update policies without prior notice.

Disclaimer: This is an informational document compiled from publicly available information and industry standards. Event organizers should verify all requirements directly with Marina Bay Sands prior to finalizing event plans.