

T4 OPEN HOUSE – FAQs for T4 registration site

A. ABOUT T4 OPEN HOUSE

1. What is the T4 Open House about?

Changi Airport is opening its doors to welcome everyone for a sneak preview to its latest terminal – Terminal 4 – before it opens for operations at the end of the year.

2. When is the T4 Open House?

The T4 Open House is from 7 to 20 August 2017, 9am to 6pm daily.

3. What can I expect to see and experience at the T4 Open House?

T4 presents a new passenger travel experience through unique terminal design and innovative use of technology. Visitors can play in-app games in the T4 Open House App at the various zones, check out T4 airlines showcases, take part in the Photo of the Day contest and stand to win airline tickets in daily lucky draws! There are also attractive e-vouchers for retail and F&B, and T4 memorabilia to be won. For the first time, visitors can also buy duty-free merchandise through Changi's e-shopping portal iShopChangi.com even though they are not departing from Singapore.

Download the T4 Open House App from the Apple iTunes App Store or Google Play Store ahead of your visit to guide you through your tour of the terminal.

Self-guided tours move off every 10 minutes.

4. Who can come for the T4 Open House?

The T4 Open House is open to all members of the public. Registration is free. Registrants simply need their NRIC/passport number, mobile number and email to register.

Children and senior citizens are welcome, but do note that the tour route is about 1 km long. Visitors are advised to travel light and avoid bringing bulky items.

Visitors are encouraged to register early and to visit on weekdays as they are expected to be less crowded.

5. How do I register?

The T4 Open House is a ticketed event. Registration can be done online at T4OpenHouse.com from 5 July 2017 (0001 hrs). Each registrant can register for up to six persons at a time. Registration will close on 19 August 2017, or when all the tickets have been taken up.

No walk-ins will be entertained.

6. How many tickets are allocated daily? / How many visitors are expected daily?

We expect about 200,000 visitors to visit the T4 Open House over the two-week period. About 15,000 tickets will be available daily.

B. REGISTRATION

1. Do I have to pay to attend the T4 Open House?

No, admission is free. However, it is a ticketed event so you will have to register online for an entry ticket to attend the Open House. Registration can be done at T4OpenHouse.com.

2. When does registration open?

Registration opens on 5 July 2017 (0001 hrs).

3. How many tickets can I register for?

You can register for a maximum of six guests including yourself.

4. Are children allowed to attend the T4 Open House? / Do children need to register?

Yes, children are welcome to join us at the Open House. Yes, registration needs to be done for children too.

5. Do I have to print the confirmation email and bring it to the event with me?

You can either save the confirmation QR code for each registrant as a screenshot on your mobile phone, or print the confirmation email. Producing one of these will help you to check in faster when you are at T4.

6. I did not receive a confirmation email after I registered. What should I do next?

If you have used your work email to register, your company firewall may have treated our confirmation email as junk and blocked your receipt. Drop us an email to provide us with an alternative email address at enquiries@T4openhouse.com and we will re-send you a confirmation email within 48 hours (excluding weekends and public holidays).

7. For people who did not pre-register before arriving at T4, will tickets be available for on-site registration?

No, registration for the event day will be closed at 0100 hrs of the event day. As this is a ticketed event, you will need to present your confirmation email for admission.

Registration can be done at T4OpenHouse.com.

8. Can I change the date and time after I have received the confirmation email, or cancel the registration?

Yes, but you will have to call the hotline or email enquiries@T4openhouse.com to change or cancel your booking. Your request for a new date and time will be subject to the availability of tickets.

9. All the sessions are full. What can I do?

You can check online at a later time or closer to the date of your choosing to see if there are vacancies due to cancellations.

C. HOW TO GET TO T4 OPEN HOUSE

1. How do I get to T4?

Visitors can get to T4 by the following modes of transport:

- a) Private Car - Self-drive and park at T4 Carpark 4A. See [here \[insert map\]](#) for driving instructions to T4 from ECP and PIE.
- b) Taxi - Taxi drop-off directly outside T4 Departure Hall.
- c) Free shuttle bus service – Take the shuttle bus service from T3 Coach Stand (Arrival Hall, next to McDonald's). The shuttle bus service is available throughout the event, from 8.15am in five-minute intervals.
- d) MRT - Take the MRT to Changi Airport and proceed to T3 for the free shuttle bus service to T4.
- e) Public Bus - Alight at T3 and take the free shuttle bus service to T4.
- f) Private Group Buses - Drop off visitors outside T4 Departure Hall and proceed to park at T4 coach stands.

2. Are taxis available from T4?

Yes, taxis will be available during the Open House but a taxi surcharge of \$ (Fridays to Sundays, 5pm to midnight) and \$3 (all other times) will apply to all trips departing from T4, similar to departures from T1, T2 and T3.

3. Are the shuttle buses wheelchair- and pram-friendly?

Yes, some of the shuttle buses are wheelchair- and pram-friendly. However, you are advised to factor in a slightly longer waiting time for these shuttle buses as they run on a loop service to T4.

4. Where do I park my vehicle? How much is the parking fee?

Drivers and motorists can park at T4 Carpark A. There are 800 spaces available.

The parking fee is \$5 for the first four hours (discounted rate). The regular parking fee of \$0.04 per minute (or \$2.40 per hour) applies for parking beyond four hours.

5. How early should I turn up?

By shuttle bus: Shuttle buses depart from T3 at five-minute intervals. We recommend that you arrive at T3 at least 45 mins prior to your selected visit time.

By car/taxi: We recommend that you arrive at T4 at least 30 mins prior to your selected visit time.

D. AT THE T4 OPEN HOUSE

1. Is my ticket transferrable?

Yes. The new visitor can register his details on-site to replace the details of the original ticket. Registration details are needed as each visitor will be provided with a unique user ID, which is needed for Wi-Fi access during the Open House, and also to qualify for the daily lucky draw with airlines tickets to be won.

2. Where do I collect my entry ticket on the event day?

Proceed to Check-in Rows 1 and 2 located between Doors 1 and 2 when you arrive at the T4 Departure Hall to collect your entry ticket.

If you are taking the free shuttle bus service from T3, you will be dropped off at Doors 2 or 3.

If you are arriving via personal transport or taxi, please drop off at Door 4, 5 or 6.

3. Is there any dress code? What should I bring or not bring?

You should dress comfortably and come in walking shoes as the tour route is about 1 km long. You are encouraged to bring along your own water bottles. Water coolers are available in T4 for visitors' use.

You should avoid bringing bulky items such as e-scooters, hover boards, skate boards, luggage, etc as there will be no locker services on-site.

4. Will I have access to all areas of T4 at the Open House?

Yes, you will get to experience both the public and transit areas in T4 during the Open House.

5. Can I exit and re-enter the Open House on the same day?

No. You will have to register for a brand new time slot at the registration counter to re-enter. Re-entry will be subject to availability of slots on the same day.

6. Will photography be allowed?

Yes, you will be allowed to take photos and videos of our beautiful terminal and we encourage you to post them on social media. Tag #ChangiT4 and stand a chance to win attractive prizes in our daily Photo of the Day Competition!

7. Will there be guided tours?

No, visitors are encouraged to download the T4 Open House app onto their mobile phones for a self-guided tour around T4. The app will be available for download before the Open House begins. Visitors will be informed of this by email.

For visitors without smart devices, there are physical visual cues to guide you along the T4 tour route. Service Ambassadors will also be on-ground to offer information and assistance to visitors.

8. Will food and beverage be available at the Open House?

No, food and beverage will not be provided or sold at the Open House. You are advised to bring along your own water. Water coolers are available in T4 for visitors' use.

9. Am I allowed to bring food to T4?

For the comfort and safety of all T4 visitors, we encourage visitors to proceed to T1, T2 or T3 after their Open House visit for their meals. We strive to keep our airports clean, and you, as a visitor, play an important role in helping ensure a comfortable visit experience for all.

10. Will goodie bags be given?

No, there will be no goodie bags given. However, visitors can take part in in-app games on the T4 Open House App to win e-vouchers redeemable at T1 to T3, the Photo of the Day Competition to win attractive prizes, and also daily lucky draws where airline tickets are to be won. Visitors also stand to win T4 memorabilia when they complete the T4 Open House survey at the end of the T4 tour.

11. Where can I find the map of the Terminal 4?

The map of T4 is available on the T4 Open House App, which will be available for free download on both the Apple iTunes Store and the Google Play Store.

Information about what T4 has to offer will also be available in the app.

12. Do I have to bring my passport with me?

No, you do not have to bring your passport to experience the T4 Open House.

13. Do I need to go through security screening at T4?

No, you do not need to go through security screening for the T4 Open House.

14. Does the Open House have facilities for people with disabilities?

Yes, Terminal 4 has facilities for people with disabilities.

15. Will prams and wheelchairs be available for rental?

We offer strollers and wheelchairs to visitors on a complimentary and first-come first-served basis.

16. Is there any locker service to store our bags?

No, there will not be any locker service at T4. Visitors are advised to travel light and avoid bringing bulky items.

17. Are there prayer rooms / baby changing facilities / nursery rooms available at T4?

Yes, these are available in T4 for public use.

18. Will there be First Aid available and where is it located?

Yes, there will be First Aid personnel on standby at both the Departure and Arrival Halls. You can alert any of our Service Ambassadors and staff should you require any medical assistance.

19. Where do I report any lost or found articles?

You can approach any of the information counters, Service Ambassadors or staff on-site for assistance.

20. Who do I contact if I have more enquiries?

You can drop us an email at enquiries@T4OpenHouse.com and we will respond to you within 48 hours.

E. T4 OPEN HOUSE EVENT APP

1. Where can I download the T4 Open House App?

The T4 Open House Event App is available for free download on the Apple iTunes App Store and Google Play Store. Simply search for "T4 Open House" to download.

2. Can the T4 Open House App be used on my Apple iPad or Samsung Tab?

Yes, it is compatible with both devices.

3. What is the use of the T4 Open House App?

Apart from useful information about T4 Open House, the app will also guide you along in your tour of T4. In addition, there are exciting in-app games at the various zones for you to play to win attractive e-vouchers, which are redeemable at T1, T2 and T3.

4. If I do not download the T4 Open House App, can I still attend the T4 Open House?

Yes, of course. We have catered for visitors who are not using smart devices for the Open House. There are physical visual cues to guide you along the T4 tour route. Service Ambassadors will also be on-ground to offer information and assistance to visitors.

5. Do I need mobile data to run the T4 Open House App during the T4 Open House? / Will Wi-Fi be provided during the event?

Wi-Fi will be available throughout the terminal and you will not need mobile data to run the app except when you want to redeem your e-vouchers.

6. How long will the T4 Open House App be valid for?

The app will be deactivated on 31 December 2017, at 2359 hrs.

7. How long are the e-vouchers valid for?

The vouchers will be valid till 31 December 2017, 2359 hrs.