

YOUR ESSENTIAL TRAVEL COMPANION  
AT CHANGI AIRPORT

# AIRPORT GUIDE



**Play Area 13** Transit Hall, Level 2

It's fun times ahead for children. Indoors and away from the heat, our air-conditioned playgrounds let your little ones play and make new friends in comfort.

# KEY ATTRACTIONS

More than a world-class transit hub, Changi Airport is a destination in itself. Discover unique artworks, themed spaces and entertaining facilities in the world's most awarded airport.



## Changi Experience Studio

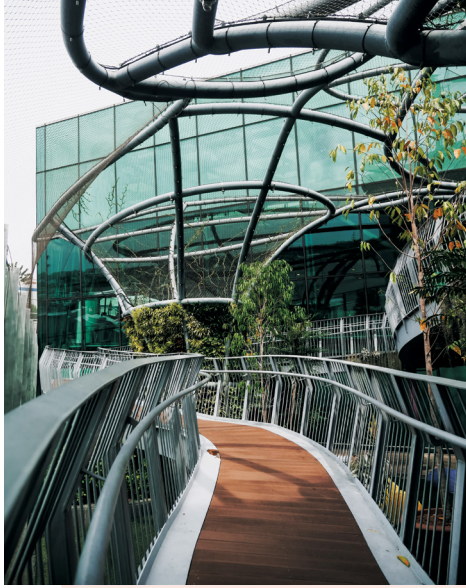
**Changi Experience Studio** (Jewel, Level 4)

🕒 10am – 10pm

Go on a journey of fun and discovery through the exciting virtual world of Changi Airport! Engage in the wonder of amazing projection experiences and enjoy interactive games and immersive shows. A garden that sings, an adrenaline pumping runway race, a quest to collect airport trolleys, a battle of smiles, a journey through time and space... and more!

In this first-of-its-kind digital attraction, experience the magic of technology and learn about what makes the airport tick through fun and games with the whole family.

Please visit [www.jewelchangiairport.com/changiexperiencestudio](http://www.jewelchangiairport.com/changiexperiencestudio) for more information.



◀ **Discovery Garden** 11 Transit Hall, Level 2  
 ⌚ 24 Hours

One of the many insta-worthy spots in Changi Airport, the Discovery Garden features tree-like sculptures clad in verdant and diverse foliage. Travellers can stroll along the raised walkways to get up close with nature from various vantage points.



▲ **Orchid Garden** 12 Transit Hall, Level 2  
 ⌚ 24 Hours

The Orchid Garden features more than 700 orchids from 30 varieties meticulously arranged according to their various colours and shapes, representing the four elements of nature — Earth, Air, Fire and Water.

White orchids displayed with floating glass bubbles emulate the lightness of 'Air', while rare brown and green orchids among the tree root sculptures represent 'Earth'. Floral columns simulating giant candles reflect 'Fire', and clustered blue and violet orchids symbolise 'Water'.



▲ **Crystal Garden** 13 Transit Hall, Level 2  
 ⌚ 24 Hours

The Crystal Garden reflects the integration of nature into the Central Piazza of Terminal 3. It presents travellers with an interesting juxtaposition of poetic calm and a burst of colour and activity.

The main attraction consists of 12 spheres of artisan dandelion glass sculptures in various sizes, comprising 1,735 Bohemian glass components — all hand-blown with different finishes. Surrounding them are tiered garden beds of flowering plants.

The 'seeds' of the dandelions 'dispersing' across the Crystal Garden represent passengers on their onward journeys, spreading out to different corners of the world.

# TRANSIT & TRANSFER



Download the iChangi App for more information about the tour itineraries.

## FREE SINGAPORE TOUR

### SEE SINGAPORE IN UNDER 3 HOURS

You may just be passing through this tiny island-state, but you can still discover Singapore's sights and sounds, and rich heritage on a Free Singapore Tour. If you have **at least 5.5 hours to 24 hours to spare** till your connecting flight, join one of our free 2.5-hour guided tours.



HSBC Rain Vortex



Canopy Park

### JEWEL TOUR

Discover a wondrous world where nature meets retail in this 2.5-hour walking tour showcasing Changi Airport's latest development, Jewel. Immerse in a lush green sanctuary as you hike through the Shiseido Forest Valley, marvel at the HSBC Rain Vortex, and sample local delicacies at Five Spice. Traverse through Canopy Park and discover the many attractions housed within the park too!

Registration Closes	Tour Timing	Flight Departs After
<b>JEWEL TOUR</b> <i>(Walking tour)</i>		
9.30am	10.30am – 1.00pm	3.00pm
5.00pm	6.00pm – 8.30pm	10.30pm
<b>HERITAGE TOUR</b> <i>(Bus tour, includes two short photo stops)</i>		
8.00am	9.00am – 11.30am	1.30pm
9.00am	10.00am – 12.30pm	2.30pm
11.30am	12.30pm – 3.00pm	5.00pm
1.30pm	2.30pm – 5.00pm	7.00pm
3.00pm	4.00pm – 6.30pm	8.30pm
<b>CITY SIGHTS TOUR</b> <i>(Bus tour, includes two short photo stops)</i>		
5.00pm	6.00pm – 8.30pm	10.30pm
6.30pm	7.30pm – 10.00pm	12.00am

### JEWEL TOUR Exclusives!

- ◆ **Complimentary access** into Canopy Park (worth SGD5).
- ◆ **10% discount** on selected items at GIFT by Changi Airport.
- ◆ **For SIA passengers:**
  - \* **Complimentary access** onto Walking Net (worth SGD15).
  - \* Visit Changi Experience Studio at a **special rate** of SGD19 (U.P. SGD25).

### REGISTRATION DETAILS

To register, **please remain in the Transit Hall and do not clear immigration**. Seats are subjected to availability on a first-come, first-served basis, and other terms and conditions apply.

#### Registration Booths



Level 2, Transit Hall  
(between Transfer Lounge F and Skytrain to Terminal 3)



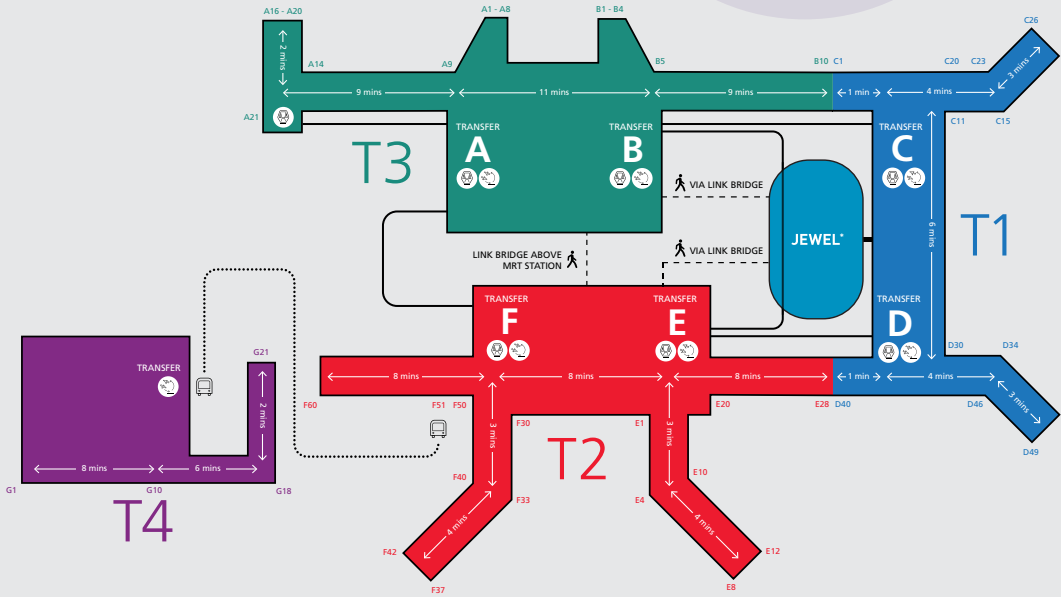
Level 2, Transit Hall  
(near Transfer Lounge A and Gate A1 – A8)

**Other Terminals:** Please take the skytrain within the Transit Hall and proceed to Terminal 3 for registration.

#### Required Documents

Passport, boarding passes and entry visa (if applicable)

# CONNECTING BETWEEN TERMINALS



## Skytrain connecting

**T1, T2 and T3**

*Operates from 5.00am to 2.30am*

T1, T2 and T3 are connected by a free Skytrain service at both Transit Hall and Public Area.

## Public Shuttle Bus connecting

**T1, T2 and T3**

*Operates from 2.30am to 5.00am*

During non-operational hours of the Skytrain, a free public shuttle bus service will be provided for connection between T1 – T2 and T1 – T3.

Please proceed to the following pick up points:

At T1: Departure Hall Door 5

At T2: Departure Hall Door 1

At T3: Departure Hall Door 8

For connection between T2 – T3, passengers can transfer by foot using the link bridge above MRT station.

## Transit Shuttle Bus between

**T2 and T4**

*Operates 24-hours*

For passenger with a valid onward boarding pass.

Please proceed to the following shuttle bus pick up points:

At T2: Gate F51

At T4: Transfer Lounge

## Public Shuttle Bus between

**T2 and T4**

*Operates 24-hours*

Please proceed to the following shuttle bus pick up points:

At T2: Arrival Hall Door 1

At T4: Arrival Hall Door (Opposite Clinic)

## Getting to Jewel\*

Jewel is connected to **T1, T2 and T3** via Public Area

### From **T1**

Jewel's North entrance is connected to T1, Arrival Hall at Level 1.

### From **T2**

Make your way to Departure Hall, Level 2 (Row 1) and take the escalator to Level 3 to access the link bridge to Jewel.

### From **T3**

Link bridge is located at Departure Hall, Level 2 (near Crowne Plaza).

### From **T4**

Take the complimentary Airport Shuttle Bus to T2 and make your way to Departure Hall, Level 2 (near Row 1). Take escalator to Level 3 to access the link bridge to Jewel.

# TRAVELLER ESSENTIALS

Changi Airport's suite of facilities and services are all designed to make passengers' transit smooth, seamless and enjoyable.

## FLIGHT INFORMATION



Refer to the Flight Information screens for your departing gate and time.



Be at your departure gate at least 30 minutes before your departure time.



Transit passengers who clear Arrival Immigration will not be able to enter the Transit Hall until they have checked-in for their connecting flight.

## RELAX

- **Transit Hotel\***  
T1 T2 T3 Level 3
- **Transit Lounges\***  
T1 T2 T3 Level 3
- **Public Lounge\***  
T3 Level 1, Public Area
- **Hair & Beauty Services\***  
T2 Level 3, ⌚ 11am - 9pm
- **Shower & Spa Services\***  
T1 T2 T3 Level 3
- **Swimming Pool\***  
T1 Level 3, ⌚ 6am - 12am

## PLAY

- **Play Area**  
T1 T2 T3
- **Entertainment Deck**  
T2 ⌚ 6am - 12am
- **Interactive Art**  
T1 T2 T3 Transit Hall and Public Area
- **TV Lounge**  
T1 T3

## CONNECTIVITY

- **Business Centres\***  
T1 T2 T3
- **Free WiFi**  
T1 T2 T3
- **Free Internet Access**  
T1 T2 T3
- **Free Mobile Charging Points**  
T1 T2 T3
- **iChangi App**

## FAMILY

- **Family Zone**  
T2
- **Baby Care Room**  
T1 T2 T3

## WORK

- **Business Centres\***  
T1 T2 T3
- **Passenger Meeting Services\***  
T1 T2 T3 Public Area

## AMENITIES

- **Free-to-use Rest Areas**  
T1 T2 T3
- **Smoking Areas**  
T1 T2 T3
- **Prayer Rooms**  
T1 T2 T3

## SERVICES

- **GST Refund**  
T1 T2 T3
- **Post Boxes**  
T1 T2 T3 Transit Hall and Public Area
- **Speedpost@Changi\***  
T1 T2 T3
- **Post Office\***  
T2 Public Area

All facilities and services are located in Transit Hall unless otherwise stated.  
\* Charges apply

# TRAVELLERS' PICKS

Check out what travellers say about their Changi experience on



## Sunflower Garden **12**

Transit Hall, Level 3

24 Hours



### Beautiful concept

"Rooftop garden, with over 500 plants. This garden is not crowded and offers a good view of the airport. A must while in Changi."

– EugenT43



Scan to share your experience on TripAdvisor



## Butterfly Garden **13**

Transit Hall, Level 2

24 Hours



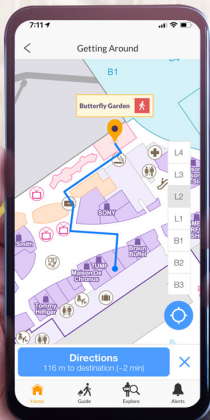
### Just beautiful!

"Step out of the terminal into the butterfly garden and see the beauty of this wonderful place. Such a delight to be with Mother Nature between flights."

– Carol W



Scan to share your experience on TripAdvisor



## Download the iChangi App



Flight Updates



Changi Rewards E-card



Wayfinding



Personalised Experience



TOP

5

THINGS  
TO DO  
IN JEWEL



Jewel, Level 4

01

**DISCOVER  
INSTA-WORTHY  
PHOTO SPOTS**

With stunning installations and breath-taking views at different vantage points of Jewel, endless photo opportunities await! Don't forget to add #hereatJewel and #jewelchangiairport and tag us @JewelChangiAirport when you upload them.

02

**IMMERSE  
YOURSELF IN  
NATURE**

Hike up the 4-storey Shiseido Forest Valley and discover intriguing plants from all around the world. With more than 900 trees and palms, and about 60,000 shrubs, immerse yourself in this green wonderland.

03

**EXPLORE JEWEL'S  
CANOPY PARK**

Experience wonder at this 14,000 sqm recreational park which features world-class play attractions for the young and young-at-heart.

04

**DINE IN  
THE GREAT  
OUTDOORS,  
INDOORS**

Dine in airy terraces set in pleasant gardens, with views to savour and menus to tempt. There's all the charm of al fresco dining in Singapore set in cool comfort.

05

**PICK UP UNIQUELY  
SINGAPORE GIFTS**

Bring back memories of Changi and Jewel through unique collections at GIFT by Changi Airport! Located on level 4, the lifestyle shop offers travel and lifestyle products to pick for your loved ones.

**Changi Rewards**

Sign up for FREE membership now & get to enjoy these benefits:



**Shopping  
Rebates**

Earn points to offset your next purchase



**Exclusive  
Events**

Be invited to members-only events



**GST Absorbed**

Enjoy GST Absorbed shopping at public areas in Changi Airport



**Points to Miles**

Convert points to KrisFlyer Miles



Scan to sign up now!  
[www.changirewards.com/register.aspx](http://www.changirewards.com/register.aspx)

Connect with us on social media



@ChangiAirport



youtube.com/changiairport



Review us on TripAdvisor

Ratings from are accurate as of October 2019. Find out more on [tripadvisor.com.sg](http://tripadvisor.com.sg).

While every effort has been made to ensure that the information in this brochure is accurate at the time of print (October 2019), Changi Airport Group (Singapore) Pte. Ltd. shall not be held liable for any dissatisfaction, damages, loss, injury or inconvenience arising from the contents of this brochure.

Copyright © Changi Airport Group (Singapore) Pte. Ltd. 2019. All rights reserved.