

YOUR ESSENTIAL TRAVEL COMPANION  
AT CHANGI AIRPORT

# AIRPORT GUIDE



**Sunflower Garden**  Transit Hall, Level 3

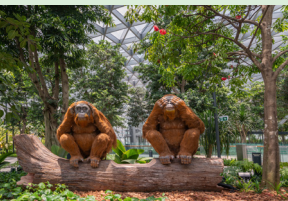
Located away from the hustle and bustle of Transit Hall, is a cheery patch of sunflowers, grown right in Changi Airport's very own nursery.

# KEY ATTRACTIONS

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



## CANOPY PARK



### **Canopy Park** (Jewel, Level 5)

🕒 9am – 3am

(Opening hours of individual attraction may vary)

Canopy Park, nestled at the highest level (Level 5) in Jewel, is a 14,000 square-metre world-class attraction, featuring unique offerings such as play attractions, gardens, walking trails and a plethora of dining options in air-conditioned comfort.

First-of-its-kind play attractions take centrestage – Manulife Sky Nets, Hedge and Mirror Mazes, and Discovery Slides – which have been specially designed by world-renowned consultants to blend into Jewel's unique indoor garden environment.

Admission charges are applicable to access Canopy Park and various attractions.

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





### **Cactus Garden** Transit Hall, Level 3 24 Hours

Home to over 40 species of cacti and succulents from Africa and the Americas. Chill out at the bar with a drink before your flight.



### **Enchanted Garden** Transit Hall, Level 2 24 Hours

Be captivated by the interactive and decorative Enchanted Garden as it “magically” comes to life with sight and sound.

### **Butterfly Garden** Transit Hall, Level 2 & 3 24 Hours

The world's first Butterfly Garden in an airport is designed as a tropical butterfly habitat with a profusion of flowering plants, lush greenery and a 6-metre grotto-waterfall. You will see about 1,000 tropical butterflies from as many as 40 species during the different seasons of the year.

Educational corners and individual enclosures let you witness the breeding and feeding of butterflies up close.

Best time to catch the butterflies is between 10am to 4pm.

# TRANSIT & TRANSFER



## FREE SINGAPORE TOUR

(SUSPENDED UNTIL FURTHER NOTICE)



Scan to reserve  
your tour slot



Scan to share  
your experience  
on TripAdvisor

### 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

NEW

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

**Please remain in the Transit Hall and do not clear immigration.**

If you have reserved a tour slot online successfully, you are required to report to the nearest Service Counter by the stipulated time.

#### Service Counters



Level 2, Transit Hall  
(near to Transfer Lounge E and Skytrain to Terminal 1)



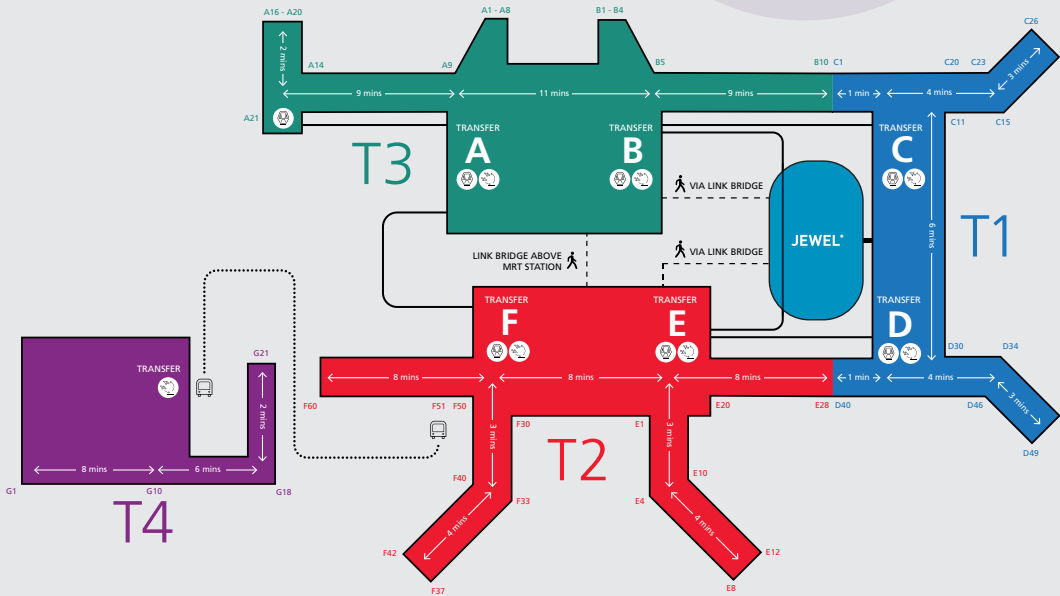
Level 2, Transit Hall  
(near to Transfer Lounge B and Gate B1 – B4)

**Other Terminals:** Please check for tour availability online, or take the skytrain within the Transit Hall to Terminal 3's Service Counter.

#### Required Documents

Passport, boarding passes, entry visa (if applicable) and tour booking confirmation

# 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



## Cactus Garden <sup>11</sup>

Transit Hall, Level 3

24 Hours



### Excellent Idea

*"Beautifully arranged and maintained rooftop garden. Just like a botanical garden."*

– Eugen T



Scan to share your experience on TripAdvisor



## Orchid Garden & Koi Pond <sup>12</sup>

Transit Hall, Level 2

24 Hours



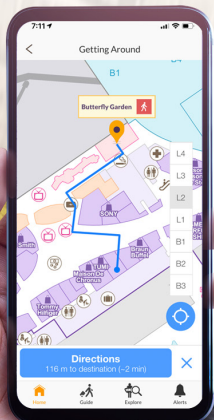
### Peaceful Tranquility

*"An ideal place to just relax and enjoy the scenery before you board your flight."*

– Russ Lacuata



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 February 2020. Find out more on [tripadvisor.com.sg](http://tripadvisor.com.sg).

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