

FAQs for Glampcation and Glampicnic

1. How many glampicnic and glampcations slots are there in total?

Up to 10 glampicnic slots and 10 glampcation slots at Cloud9 Piazza are available daily.

2. What is the check-in and check-out time for glampicnic and glampcation?

Guests can check in from 12pm onwards and check out by 4pm for glampicnic. For glampcation, guests can check in from 6pm onwards and check-out the next day by 10am.

3. What is the difference between glampicnic and glampcation?

Glampicnic offers a glimpse into the glamping experience with a short 4 hours stay inside the glamp tent. Glampcation will allow guests to enjoy an overnight stay from 6pm to 10am the next day. Guests can refer to Changi Airport's website for more details.

4. Is food provided at the glampicnic? Can glampers order in food from food delivery service providers?

We provide a picnic setup within the glamp for guests to bring their own food in to enjoy. Guests can opt to order in from Changi Eats with an exclusive discount code provided with every booking. Kindly ensure orders are submitted at least 2 hours in advance.

5. Are meals included in the glampcation package?

Meals are not provided. Glampers at Cloud9 Piazza may choose to order food from Changi Eats before 8pm, to be delivered to their tents or explore the many F&B options available in Jewel. Changi Eats is available for orders as early as 7 days in advance and up to 2 hours before time of delivery.

6. What food options are available in Jewel after midnight for glampers?

After midnight, hungry glampers can stroll over to Terminal 3, where they can enjoy local favourites from Heavenly Wang (Arrival Hall), Kopitiam and Mr Teh Tarik Express (Basement 2). They can also head to Jewel (Basement 2) to enjoy a sumptuous hotpot at Beauty in the Pot.

The list of F&B options available in Jewel before 10am

L4 Fun Toast

Mon - Thu 8.15am to 8pm

Fri & Sat 8.15am to 10pm

Sun & PH 8.15am to 9.30pm

*L1 Starbucks
8am - 10pm (Daily)*

*L1 The Coffee Bean and Tea Leaf
7am - 11pm (Daily)*

*B2 Toast Box
9am - 8pm (Daily)*

7. Are glampers allowed to bring cooking utensils? Can they BBQ? If not, can they choose to order ready cooked BBQ from external caterers?

Cooking and BBQ-ing are not allowed at the glamping site. Glampers can choose to order in food before 8pm from Changi Eats, to be delivered to their tents. Kindly ensure orders are submitted at least 2 hours in advance.

8. What are the exclusive merchandise for the glampicnic and the glampcation? Can I buy additional quantities of the merchandise?

For glampicnic, each booking will receive 2 tote bags of the same design. For glampcation, each booking will receive 2 t-shirts of the same design. No additional purchase is allowed, as these are exclusive merchandise and are not for sale.

9. Can guests select the size for the t-shirt? If the t-shirt size does not fit well, can it be exchanged?

The exclusive t-shirt is available in limited quantities and sizes are available on a first-come-first-serve basis, whilst stocks last. We seek guests' understanding that sizes cannot be pre-selected and will be subjected to actual on-site availability. Exchange of sizes will not be entertained, in view of hygiene considerations.

10. Does the t-shirt come in kid's size?

Yes, it does come in kid's size. The exclusive t-shirt is available in limited quantities and sizes are available on a first-come-first-serve basis, whilst stocks last. We seek guests understanding that sizes cannot be pre-selected and will be subjected to actual on-site availability. Exchange of sizes will not be entertained, in view of hygiene and public health safety considerations.

11. Is there any minimum age limit for young children for the glampicnic or glampcation?

No, there is no minimum age limit for children. However, any minors below 18 years old must be accompanied by guests above 18 years old. Guests booking the glampicnics and/or glampcations should be above 18 years old.

12. Why are the shower facilities on Level 1 of Jewel and not near the tents? It is rather inconvenient to be taking the same lift as shoppers when we are in sleep wear after our shower.

The Changi Lounge is the nearest toilet fully equipped with shower facilities, for the comfort of our glampers. Glampers are encouraged to bring a packing bag for their clothes and toiletries. Each tent is entitled to use the 1 shower for up to 45 minutes.

13. Will there be sufficient shower stalls by all the participants?

Yes, sufficient shower slots have been catered for. Glampers should reserve their shower slots upon check-in. Each tent is entitled to use 1 shower stall for up to 45 minutes.

14. Are there any specific rules/ conditions for glampers on the common shower usage eg to ensure modesty, they should not be clad in towels/ bathrobes as they move between L5 and L1?

Glampers will be provided with an admin note of suggested items to pack for when they're heading for their shower.

15. Are there charging points available in the tents?

Yes, charging points will be available inside the glamp tents at Cloud9 Piazza.

16. Is there a safe deposit box in the tent/ can I lock my tent when I go out to explore Jewel?

There will not be any safe deposit box in the tent. Each tent has zips at the outer and inner layers of the tent, so glampers can lock their tent from either side. Number locks will be provided, and glampers can set their own passcode.

17. Is Cloud9 Piazza going to be secured at night when we sleep, like in a hotel? Or is the place going to be under surveillance by security guards or CCTV?

You can lock your tent when you go to sleep at night. The area is manned and under CCTV surveillance.

18. How will Changi Airport ensure the cleanliness of the tents? What are the hygiene safety precautions implemented?

Deep cleaning will be carried out on the high-touch areas within every tent, to ensure cleanliness and hygiene.

19. Are fresh linen used for every session?

Yes, fresh linen will be used for every session.

20. How far are the tents away from one another?

The tents have been set up to take into account social distancing measures.

21. What activities within Jewel or Changi Airport can glampers do after midnight? E.g. can they go on a night cycling trip to Jurassic Mile – are bikes available for them to rent?

Glampers can consider going on a night cycling trip to Jurassic Mile. Night rental packages from GoCycling at HUB & SPOKE are available for \$16 (from 6.00pm to next day's opening time; overnight rental can be done up to 7pm from Monday – Friday, and up to 8.30pm on Saturdays and Sundays). Those staying over on Fridays and Saturdays may also like to watch a late night show at Shaw Theatres located at Jewel's Basement 2.

22. If the glamping slots are oversubscribed, what will you do?

All slots are on a first-come-first-served basis. For those who did not manage to make a booking, they can opt to enjoy a staycation at Crowne Plaza Changi Airport, YOTELAIR Singapore Changi Airport, Capri by Fraser, Changi Cove and other hotels in the airport's vicinity, so that they can easily access the other activities that Changi Airport will be offering during the June school holidays.