
Frequently asked questions

Q: Can I view your facilities?

Yes, Monday through Friday from 9:00am to 5:00pm for viewing with one of our Venues Officers. Evenings, weekends, and public holidays are not available because our office is closed. Walk-ins are not encouraged, as the venue may be occupied by other clients and not available for viewing at the time of your visit. Please email us at uccvenues@nus.edu.sg to schedule a viewing appointment.

Q: How do I check availability of the venue?

Write to us at uccvenues@nus.edu.sg with the name of organization and details such as a description of the event, expected audience capacity, preferred dates, and any other important details. Our officer will respond within 3 working days.

Q: How do I book the venue?

If the venue is available on the requested date, do complete and submit the **Application Form**. All requests will be reviewed for approval. Once approved, the venue will be booked on behalf and offered.

Q: How and when do I confirm the booking?

Once we have offered the venue, to confirm the booking, please return the signed copy of the Terms and Conditions. An invoice for the full rental and deposit for production costs will be sent and is to be paid within 30-days of the invoice date. The booking is considered confirmed once we receive both the signed Terms and Conditions and the payment.

Q: How far in advance can I book the venue?

Venues are released for bookings a year in advance. Since booking requests go through a process, we do need ample lead time. Hence, we do not accept bookings with less than 3 months' advance notice.

Q: If my event is 2 hours, can I book the venue for only 2 hours?

No, every hire of the UCC Theatre or Ho Bee Auditorium requires a minimum booking of 8 continuous hours. Each booking must consist of, at minimum, a 4-hour set-up/rehearsal block and a 4-hour event block.

Q: Do I have to hire the venue for set-up or rehearsal?

Yes. At default, the venues are not equipped and ready to host events. Rental will start from set-up, rehearsal, through event until the venue is restored to its original condition.

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Q: How much does it cost to book the venue?

Basic costs for all hires will be venue rental, technical manpower, equipment loans, and miscellaneous items such as electricity charges, transport, and other costs, where applicable. Please refer to our Venue Kit for rental rates. Costs are dependent on activities (set-up, rehearsal, event, etc.) in the venue, usage hours, and technical requirements. Do provide information such as event or production schedule with timing of activities and technical requirements, should you wish for us to advise on estimated costs.

Q: For my performances, can I print and sell tickets on my own?

If an event is accorded “Events with Ticket Sales” rates, ticket printing and sales by UCC’s approved ticketing agents is mandatory.

Q: What other costs that I should consider when planning an event in UCC?

- For “Events with Ticket Sales”, if 15% of gross ticket sales is higher than that of the event rate rental, the 15% of sales will be levied in lieu of the venue rental.
- For sales of goods (including F&B)/ merchandise, there is a Merchandising Fee of 10% on total gross sales will be due to UCC.
- Ticketing and related costs by ticketing agency.
- Fees imposed by COMPASS for use of copyrighted music.
- Purchase of Public Liability Insurance.
- If applicable, fees for all necessary licenses, permits and authorizations required from governmental or non-governmental authorities or bodies.

Q: Do you provide catering services for events in UCC?

No, we do not have an in-house catering service. However, we do have a list of caterers who are recommended based on good feedback from past events and are familiar with our house rules. These caterers are registered with us and you may engage their services.

Q: Can I engage my preferred caterer?

Yes, provided the caterer has been approved to do catering services in UCC. The caterer must be certified as a food service establishment or caterer with the National Environment Agency (NEA) and have a current NEA Food Shop License. The caterer will be required to submit documents to be registered with us prior to providing catering services.

Q: Must I book venues for catering?

Yes, ancillary venues are required for catering purposes. Rental will apply from the time the caterer moves in until the venues are restored to default.

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