



# Frequently Asked Questions

## Q&A for Engagement Session on NUS Campus Tours

### Visiting guidelines

**1. Will NUS be issuing any guidelines for campus tour visits?**

Guidelines pertaining to campus tour visits are available at the "[Visiting Guidelines](#)" link.

**2. Will NUS limit the number of student-led campus tours per day?**

The number of student-led campus tours that can be arranged is subject to the availability of student tour guides.

**3. Is 11.30am to 2pm the only peak period we should avoid? Would dinner be less of an issue?**

To minimise congestion, we recommend avoiding peak periods from 11.30am to 2.00pm and 5.00pm to 7.00pm. We generally encourage visits to the campus before 5.00pm for dinner. Additionally, visitor groups are encouraged to plan for takeaway meals, such as bento boxes, which could be provided by our NUS canteen vendors.

**4. Is there an age limit for visitors? We usually have overseas student groups aged 10 to 11 years old.**

There is no age restriction for visitors to our campus. However, we ask that tour operators take responsibility for the safety of their tour groups, particularly when young children or adolescent students are present. Please closely supervise any students or children in the group to ensure their safety, advising them against wandering around or venturing onto roads as there are moving vehicles. Additionally, we ask that you refrain from using loudhailers to avoid disturbing other students on campus.

**5. What are some of the concerns and considerations pertaining to group tours on the campus?**

We welcome visitors and want them to have a positive and enjoyable experience on our campus. At the same time, it is important that we prioritise smooth campus operations to ensure the daily activities of our students and staff are not negatively impacted.

For example, congestion during peak periods, such as crowded canteens and internal shuttle buses, can hinder our students' ability to get to classes on time. In addition, taking photos and videos of our students and staff without their consent infringes on their privacy.

Furthermore, some areas on campus are only open to NUS staff and students – such as study areas, hostels, laboratories, and offices – for safety and security reasons. Visitors may still explore these off-limits areas via our 360° virtual tour at <https://nus.edu/360virtualtour>

Please refer to the "[Visiting Guidelines](#)" link for more information.

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### Campus tour booking

#### **6. What is the booking process for campus visits?**

Only travel agents and tour guides licensed by the Singapore Tourism Board will be eligible to book tour slots. Tour slots are subject to availability and will be allocated on a first-come-first-served basis. The University reserves the right to make the final decision regarding all campus tour allocations and arrangements. Tour groups that do not meet the criteria above or are unable to secure a booking for the student-led tour, are welcome to explore the campus through [self-guided tours](#).

Bookings are currently not available, stay tuned for updates by visiting the [campus tour website](#).

#### **7. Can individual tourists book the campus tours directly with NUS?**

We will assess the demand before making a final decision.

### Student-led guided tours

#### **8. Can you share some interesting stories, buildings and highlight places that we can share with our clients?**

We are currently curating stories and highlights as part of the content and commentary for the student-led guided tours. Our student guides will also share their first-hand experiences as an NUS student, which we believe will add a personal touch to the overall campus experience.

#### **9. Can we request specific topics/subjects of interest?**

We value your input and will take your suggestions into consideration when curating the tour.

#### **10. Will the student-led tours be conducted in other languages besides English? Can we select the language that we would like the student-led tour to be conducted in?**

Our student-led tours are primarily conducted in English. Translation tools may be utilised in instances where support in other languages is needed. The availability of tours conducted in other languages will depend on the availability of students who are proficient in those languages.

#### **11. Will the student-led tours be on a regular schedule with specific dates and timings or on an ad hoc basis?**

We aim to have a regular schedule for the campus tours during the summer vacations, subject to the availability of student tour guides.

#### **12. Are student-led tours subject to student availability?**

For student-led tours, availability is contingent upon students' schedules and demand from visitors. While we will actively recruit students to accommodate tour needs and preferences, the availability of such tours may vary. We expect the student-led tours to be seasonal, with May, June, and July being the optimal periods.

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- 13. Our guests are interested to visit the various faculties, as they are curious about the day-to-day academic life of students. They would also like to see how the facilities look like. Will we be able to visit the various schools or faculties?**

We can consider arranging for representatives from our schools or faculties to address the tour group at a designated location. This will help streamline transportation logistics as there are limited public parking lots at the schools and faculties.

- 14. Since the student-led tours are free, can we still charge our clients?**

This is a matter to be determined by the tour operators as it is your individual business decision.

### About Self-guided tour

- 15. Why are tourist guides restricted from guiding?**

Tourist guides can continue to conduct guided tours on campus, and we ask that they adhere to the [Visiting Guidelines](#). We are prioritising student-led tours during the summer vacation periods to give visitors a unique and authentic campus experience.

- 16. I am an NUS alumnus and a tour guide. Can I still do my own guided tour?**

Yes, you may conduct self-guided tours. However, we kindly ask that you adhere to the [Visiting Guidelines](#).

### Other types of campus tour request

- 17. How do I arrange for tours where the visiting students can stay in NUS hostels? Can we have engagement sessions with NUS faculty members?**

There are summer/ winter programmes that provide a more in-depth campus experience for students aged 15 and above. Some of the existing programmes include on-campus accommodation. For more information on the existing summer/ winter programmes offered by the School of Continuing and Lifelong Education (SCALE), please visit [Youth \(nus.edu.sg\)](#).

### Briefing/ Training for Tour Operators

- 18. Can NUS do a Continuing Education and Training (CET) programme to provide training for tour guides?**

There are no plans to conduct a CET programme for tour guide training at this moment.

### Others

- 19. Is there a centralised point of contact with NUS regarding tour visits?**

You can reach out to us at [campustours@nus.edu.sg](mailto:campustours@nus.edu.sg). We aim to respond within 2-3 working days.

- 20. Are NUS student guides allowed to receive tips from visitors?**

While we appreciate the thoughtfulness of visitors, we do not encourage tipping for our NUS student guides.