

# Media Release



## Sneak peek of Changi Airport Terminal 4 at Open House

*Visitors will be among first to see terminal's unique and 'wow' features*

**SINGAPORE, 4 July 2017** – Changi Airport Group (CAG) today extended an invitation to Singapore residents to visit Terminal 4 (T4) even before operations begin. An Open House will be held from 7 to 20 August 2017 to give the public a glimpse of what to expect at the new terminal.

Construction of T4 started in early 2013 and was completed in December 2016. The 225,000 square-metre, double-storey terminal can handle 16 million passengers a year – this is about 70% of the handling capacity of Terminal 3 (T3) although T4 is just half the size of T3. Designed with a boutique interior décor approach, T4 is set to redefine the way passengers travel, through the creative design of the terminal's layout, streamlined clearance processes as well as the way it leverages technology and innovation for convenient passenger processes and improved staff productivity.

“The public has been eagerly waiting to see how the new T4 will be different from Changi's other terminals. At the Open House, we will showcase T4's latest innovations in enhancing operational efficiencies and productivity, in addition to the terminal's many unique features. The Open House visitors will be among the first to learn about and experience the innovations and 'wow' features at T4 – facial recognition technology, integrated duty-free shopping, kinetic art displays, a Heritage Zone, and specially curated sculptures, among many others,” said Ms Poh Li San, Vice President, T4 Programme Management Office.

The T4 Open House is a ticketed event, but is free of charge for the public to participate in. Registration will start online at [T4OpenHouse.com](http://T4OpenHouse.com) on

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Registration No. 200910817N



Connecting Lives

5 July 2017 at 0001 hrs. Each person who signs up can register for up to six participants. A total of 200,000 tickets are available throughout the entire two-week Open House period.

During the Open House, which will run from 0900 hrs to 1800 hrs daily, visitors will be able to explore the various T4 points of interest via a specially created T4 Open House app. The tour route is expected to take about 90 minutes to two hours.

At the various zones along the Open House route, they will be invited to play location-based in-app games where they can win e-vouchers for use at Changi Airport's retail and F&B outlets. Visitors can also take part in the Photo of the Day competition to win attractive prizes. To top it off, a lucky draw will be conducted at the close of each day, with airline tickets from T4 airlines to be won.

To facilitate access to and from T4, new roadways linking to T4 have been constructed. Visitors can access T4 via the two major expressways – the East Coast Parkway (ECP) and Pan Island Expressway (PIE). In addition to driving, visitors going to the Open House can also take a taxi or board the complimentary shuttle bus service from Terminal 3 (See [Annex A](#) for information on driving to T4; and [Annex B](#) for the shuttle bus service).

A list of Frequently Asked Questions is in [Annex C](#).

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### ***About Changi Airport Group***

Changi Airport Group (Singapore) Pte Ltd (CAG) ([www.changiairportgroup.com](http://www.changiairportgroup.com)) was formed on 16 June 2009 and the corporatization of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport is the world's sixth busiest airport for international traffic. It served a record 58.7 million passengers from around the globe in 2016. Including the soon-to-be-opened Terminal 4, Changi Airport will have 400 retail and service stores, as well as 140 F&B outlets. With over 100 airlines providing connectivity to 380 cities

worldwide, Changi Airport handles about 7,000 flights every week, or about one every 90 seconds.

GETTING TO T4 VIA ECP AND PIE EXPRESSWAYS



From PIE:

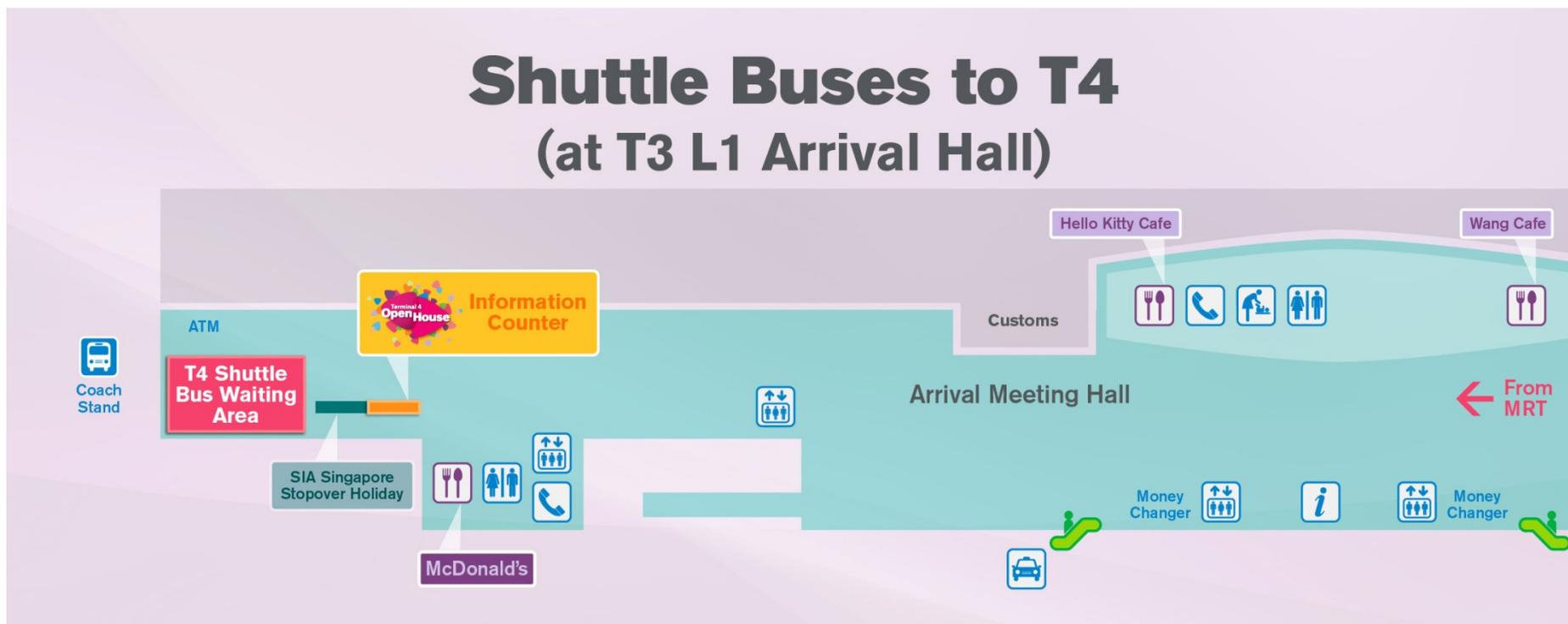
At the Changi exit, keep to extreme left lane into the slip road towards T4 (the right lanes lead to T1, 2, 3).  
Proceed up flyover leading directly into T4.

From ECP:

Proceed towards T3.

Just before the T3 exit, turn left onto an existing flyover cutting across Airport Boulevard that will lead towards the city.  
Keep left and turn into a slip road on the left leading directly to T4.

**COMPLIMENTARY SHUTTLE BUS TO T4 - BOARDING POINT**



Shuttle bus boarding point – T3 Arrival Hall, Coach Stand next to McDonald's

Shuttle bus frequency – every 5 minutes

First bus leaves T3 at 8.15am. Last bus leaves T4 at 8.15pm.

**Shuttle Bus Schedule**

Monday to Sunday	First bus from T3 to T4	Last bus from T3 to T4
	8.15am	5.30pm
	First bus from T4 to T3	Last bus from T4 to T3
	8.45am	8.15pm

**T4 OPEN HOUSE FAQs**

**A. ABOUT T4 OPEN HOUSE**

**1. Who can come for the T4 Open House?**

The T4 Open House is open to all members of the public. Registration is free. Registrants simply need their NRIC/passport number, mobile number and email to register.

Children and senior citizens are welcome, but do note that the tour route is about 1 km long. Visitors are advised to travel light and avoid bringing bulky bags and items.

The public are encouraged to visit on the weekdays as it is expected to be crowded on weekends and on the National Day public holiday.

**2. How do I register?**

Registration can be done online at [T4OpenHouse.com](http://T4OpenHouse.com) from 0001hrs on 5 July 2017. Each registrant can register for up to six persons. Registration will close on 19 August 2017, or when all the tickets have been taken up.

Do note that this is a ticketed event and no walk-ins will be entertained.

**B. REGISTRATION**

**1. Do I have to pay to attend the T4 Open House?**

No, admission is free. However, it is a ticketed event so you will have to register online for an entry ticket to attend the Open House. Registration can be done at [T4OpenHouse.com](http://T4OpenHouse.com).

**2. How many tickets can I register for?**

You can register for a maximum of six guests including yourself.

**3. Are children allowed to attend the T4 Open House? / Do children need to register?**

Yes, children are welcome to join us at the Open House. Yes, registration needs to be done for children too.

**4. Do I have to print the confirmation email and bring it to the event with me?**

You can either save the confirmation QR code for each registrant as a screenshot on your mobile phone, or print the confirmation email. Producing one of these will help you to check in faster when you are at T4.

**5. For people who did not pre-register before arriving at T4, will tickets be available for on-site registration?**

No, registration for the event day will be closed at 0100 hrs of the event day. As this is a ticketed event, you will need to present your confirmation email for admission.

Registration can be done at [T4OpenHouse.com](http://T4OpenHouse.com).

**6. All the sessions are full. What can I do?**

You can check online at a later time or closer to the date of your choosing to see if there are vacancies due to cancellations.

**C. HOW TO GET TO T4 OPEN HOUSE**

**1. How do I get to T4?**

Visitors can get to T4 by the following modes of transport:

- a) Private Car - Self-drive and park at T4 Car Park 4A.
- b) Taxi - Taxi drop-off directly outside T4 Departure Hall.
- c) Free shuttle bus service – Take the shuttle bus service from T3 Coach Stand (Arrival Hall, next to McDonald's). The shuttle bus service is available throughout the event, from 0815 hrs in five-minute intervals.
- d) MRT - Take the MRT to Changi Airport and proceed to T3 for the free shuttle bus service to T4.
- e) Public Bus - Alight at T3 and take the free shuttle bus service to T4.

**2. Are taxis available from T4?**

Yes, taxis will be available during the Open House but a taxi surcharge of \$5 (Fridays to Sundays, 1700 hrs to midnight) and \$3 (all other times) will apply to all trips departing from T4, similar to departures from T1, T2 and T3.

**3. Where do I park my vehicle? How much is the parking fee?**

Drivers and motorists can park at T4 Car Park A. There are 800 spaces available.

The parking fee is \$5 for the first four hours (discounted rate). The regular parking fee of \$0.04 per minute (or \$2.40 per hour) applies for parking beyond four hours.

#### **4. How early should I turn up?**

By shuttle bus: Shuttle buses depart from T3 at five-minute intervals. We recommend that you arrive at T3 at least 45 minutes prior to your selected visit time.

By car/taxi: We recommend that you arrive at T4 at least 30 minutes prior to your selected visit time.

### **D. THE T4 OPEN HOUSE**

#### **1. Is my ticket transferrable?**

Yes. The new visitor can register his details on-site to replace the details of the original ticket. Registration details are needed as each visitor will be provided with a unique user ID, which is needed for Wi-Fi access during the Open House, and also to qualify for the daily lucky draw with airlines tickets to be won.

#### **2. Will there be guided tours?**

No, visitors are encouraged to download the T4 Open House app onto their mobile phones for a self-guided tour around T4. The app will be available for download before the Open House begins. Visitors will be informed of this by email.

For visitors without smart devices, there are physical visual cues to guide you along the T4 tour route. Service Ambassadors will also be on-ground to offer information and assistance to visitors.

#### **3. Will food and beverage be available at the Open House?**

No, food and beverage will not be provided or sold at the Open House. You are advised to bring along your own water. Water coolers are available in T4 for visitors' use.

#### **4. Do I have to bring my passport or photo ID with me?**

No, you do not have to bring your passport or photo ID to experience the T4 Open House.

#### **5. Who do I contact if I have more enquiries?**

You can drop us an email at [enquiries@T4OpenHouse.com](mailto:enquiries@T4OpenHouse.com) and we will respond to you within 48 hours.