

Meeting Facilities FAQ

Q1: What are the meeting facilities available for booking?

A1: There are a total of 10 meetings rooms, 5 theatrettes and a video conferencing room open for bookings. The meeting rooms and the video conference room are located at Matrix building level 3. The Aspiration Theatrette is located at Matrix level 2M. Breakthrough, Discovery, Creation and Exploration Theatrettes are located at Matrix Level 4. For further details on the seating capacities please email facilitybooking@bsf.a-star.edu.sg or visit www.bsf.a-star.edu.sg/Home/BSFFacility.

Q2: Are there any charges for using the meeting facilities?

A2: A*STAR staff will not be charged for use of the meeting facilities for A*STAR non-paid events. For non-ASTAR events or external bookings, booking charges applied.

Important Note: With effect from 1 April 2011, A*STAR organizers of paid events who use these facilities will be billed 50% of the rates payable by commercial or other external users. “Paid events” are events which attendees pay a fee to attend or are supported partially or fully through sponsorship dollars raised by the organizers. These events may be organized solely by the A*STAR user, or jointly with other organizations. For more information of BSF Meeting Facilities Rental Rates, please email facilitybooking@bsf.a-star.edu.sg

Q3: How do I make a booking?

A3: For A*STAR staff, please login to: <https://119.73.229.5/ifacility/> to make a booking. For first time users, please go to <https://119.73.229.5/ifacility/FmsMain.asp> to create an account. For non-A*STAR bookings, please contact BSF at facilitybooking@bsf.a-star.edu.sg. All public bookings will be subjected to BSF management approval.

Q4: Is there anyone to help me with the AV equipment for my event?

A4: For theatrette bookings, an AV specialist will be present before the start of the event to set up the equipment. There is a self-help SOP for operations of the AV equipment placed in each meeting rooms.

Q5: Are there any charges if I make a cancellation?

A5: Cancellation charges may apply accordingly depending on the facilities booked and when the cancellation is made. Please refer to our cancellation charges included in Appendix 1. Kindly exercise discretion and book only the time and facilities required. Please cancel the booking as soon as possible when they are not required.

Q6: How do I know if my booking has been approved?

A6: You can check for the approval under the booking status in the iFacility website, prior to using the facilities. Theatre or video conference room bookings will require approvals from the administrator after they are made. No approvals are needed for meeting room bookings, unless you are in the waiting list.

Q7: What is the standard equipment provided in each of the meeting facilities?

A7: Meeting Room (Room Layout: Boardroom Style)

All rooms are fully equipped with an oval conference table, chairs, writing panels and state-of-the-art audio-visual equipment.

Theatrettes (Room Layout: Theatre Style)

Each theatrette is fully carpeted and is equipped with state-of-the-art audio-visual equipment, microphones, projectors, projection screen and reception tables.

Video Conference Room (Room Layout: Boardroom Style)

Video Conferencing Room uses the Tandberg Video Conferencing System and equipped with ISDN line connection for IDD calls.

Q8: I am interested to book the auditorium at Matrix level 2, how do I go about it?

A8: As the auditorium is under JTC charge, kindly contact the following personnel, Mr Rashid at +65 6776 9035 or email abdulr.ya@ugl-premas.com or Mr.Zuk at +65 6776 9035 or email fmcbiopolis@ugl-premas.com .

Note: The booking of the auditorium is not available in the iFacility system.



Q9: What are the additional charges for evening and weekend bookings?

A9: There are additional charges on cleaning service and air-con extension at foyer. Please contact the meeting facilities team for more information on the cleaning and air-con extension rates.

Q10: What are the other contacts that I should look out for in case of need?

A10: The key contact personnel list is as follows:

Security / Alert CISCO Guards / Traffic Flow: security@biopolis.com.sg

Cleaning Service: Salim: 92329393 (mobile)

Access/Locking/Lights/Air-Con/M&E/Lights/Air-Con Programming/No Tripping:

AST Shift Tech: 9832 9480

BSF Meeting Facilities Team

Audio- Visual Usage:

Tan Zheng Chuan (BSF): tan_zheng_chuan@bsf.a-star.edu.sg (9026 2205)

Sobrie (BSF): sobrie@bsf.a-star.edu.sg (9889 5105)

Other Matters:

Fion Lee (BSF) fion_lee@bsf.a-star.edu.sg (Office: 6407 0135 Mobile: 9475 2530)

Appendix 1

These charges will apply to A*STAR users. Cancellation charges are based on commercial rental rates.		
Cancellation Charges		
	≤ 10 working days	≥ 11 working days
Theatrettes	100%	No charge
Foyer	100%	No charge
Cancellation Charges		
	≤ 15 minutes	≥ 15 minutes
Meeting Rooms	100%	No charge
Video Conference	100%	No charge