

Sentosa Islander Membership FAQs

[During/before application](#)

1. What are the benefits and privileges of being an Islander member?

Click [here](#) to find out more on the benefits and privileges of being an Islander member.

2. What is an Individual Islander?

An individual Islander has his/her own personalized Islander card which entitles the cardholder to enjoy the benefits and privileges of the Islander Membership Programme. This personalized card is not transferable.

3. What is a Family Islander?

Family Islander entitles a family of up to five (05) immediate family members to enjoy the benefits and privileges of the Islander Membership Programme. Each family member will have their own personalized Family Islander card.

4. Who are considered as immediate family members in the Family membership?

A Family membership is made up of immediate family members consisting of the father and/or the mother, children and grandparents forming not more than 5 persons in total. Domestic helpers can be included into the Family membership as long as the application forms not more than 5 persons in total.

5. I have a child under the age of 3 years. Can I include her in the family membership?

Children under 3 years old are entitled to free entry to Sentosa. Hence, children under 3 years old do not need an Islander card. You may include your child when he/she has turned 3 years old.

6. How can I apply for the Islander Membership?

There are 2 ways which you can apply for the Islander membership:

1. [Online](#) Registration. Please allow 10-15 working days for us to process your application. The card will be sent to the mailing address listed in your application.
2. Islander membership counters. The card will be issued on the spot.
 - VivoCity Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily*)

- Beach Station (open 9am - 8pm daily)
- Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

7. Is the Islander membership applicable to foreign guests?

All guests with local residential address are able to apply for Islander membership.

8. Can I fax my Islander membership application form to Sentosa?

We do not accept fax in application as information may be unclear. Please refer to Question 6 for alternative mode of sign up.

9. What are the different modes of payment?

- a. Membership counters: Cash, NETS or Credit/Debit Card.
- b. Online: Credit/Debit Card (MasterCard & Visa only).

10. I have submitted my application form, how long it will take to process my application?

If you have submitted the application form and made payment at any of our membership counters at VivoCity Station, Beach Station and Merlion Plaza Ticketing Counter, you will receive your membership card(s) on the spot.

If you have registered online, kindly allow 10-15 working days for us to process your application.

Please note that all fields in the application form are mandatory and must be fully completed. Incomplete information and/or supporting documents will lead to delay in the processing time of the application.

11. I have not received my card after I have submitted my application 3 weeks ago, what should I do?

Please email us at islander@sentosa.com.sg

12. I have read and understood that the card processing takes about 10-15 working days, however, I would need the Islander card(s) urgently as I am visiting soon, what can I do?

You may sign up for the Islander membership at any of our membership counters and you will receive your membership card(s) on the spot.

- VivoCity Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily*)

- Beach Station (open 9am - 8pm daily)
- Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

13. I want to come down to Sentosa soon, but I have just submitted my application online not long ago, will I still be able to enjoy the Islander benefits?

The Islander card is required as it is the only form of identity for the Islander Programme. Hence, without the card, the member will not be able to enjoy any of the benefits and privileges, including free entry to Sentosa.

14. What are the operating hours for walk-in applications?

The membership counters are open daily:

- VivoCity Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily*)
- Beach Station (open 9am - 8pm daily)
- Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

15. What must I bring when I walk in to apply?

If you are applying for Individual Islander Membership, please bring along your NRIC and passport-sized photograph of yourself or you may choose to have your photo taken over at the Membership Counter.

If you are applying for a Family Islander Membership, please bring along the main card holder's NRIC and photographs of ALL family members or you may choose to have all of their photographs taken at the membership counter. You will also need to provide particulars (Full name, NRIC/Passport number and birth date) of all your family members.

16. Is it compulsory to submit a photo?

Yes, as Islander members will be issued personalized Islander Membership cards.

17. I do not have a photograph, what can I do?

When you apply for your membership at our membership counters, we can help you take a photo of you and your family members. Photo-taking will take a few minutes and this service is available for free.

18. What happens if Islander card cannot be issued on the spot?

We will issue a temporary Islander card which is valid for seven days from the date of application will be issued to you. This card must be presented to enjoy the Islander benefits and privileges. Your personalised card will be mailed to you within 7 working days. Upon receipt of your personalised islander card, you are required to return the temporary Islander Card.

19. Is the Temporary Islander card recognized around the island?

Yes, the Temporary Islander card is recognised at all participating outlets as stated in the list of benefits and privileges of the Islander Membership Programme.

20. I do not have any passport-sized photograph, is it possible that I use other photographs?

Passport-sized photograph is preferred. Alternatively, you may come down to the Membership Counter to have your photo taken on the spot.

21. If I want to include my domestic helper in the family membership, do I need to submit the photograph too?

Yes, domestic helpers can be added as 1 of the applicants, as long as there are no more than 5 people in the family membership. Photographs and particulars (full name, FIN/Passport Number and date of birth) are required upon application.

22. During my term of my family membership, I want to add another member to a family membership, can it be done?

Yes, you can do so at our membership counters (VivoCity Station, Beach Station and Merlion Plaza Ticketing Counter) for free as long as there are no more than 5 people in the family membership.

23. During my term of my family membership, I want to change one of my family members, can it be done? Any fees involved?

Yes, you can email to islander@sentosa.com.sg and an administrative fee of \$10.70 is payable.

Alternatively, upon renewing the membership, you may change your new immediate family members without additional charges.

24. I am currently holding onto an Individual membership. Would I be allowed to convert it into a Family membership (or vice versa)?

If your individual membership has not expired, we would advise you to hold onto your Individual membership until it expires. Upon the expiry of your Individual membership, you can convert to a Family membership and pay the renewal rate of S\$40.

Conversion of your Islander membership can be done at any of our membership counters and your personalized membership card will be issued to you on the spot.

- VivoCity Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily*)
- Beach Station (open 9am - 8pm daily)
- Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

25. How can I update my particulars?

Members can update their particulars by:

- a. Email to islander@sentosa.com.sg
- b. Visit our Membership Counters at VivoCity Station, Beach Station and Merlion Plaza Ticketing Counter
- c. Calling our Hotline, 1800-SENTOSA (736-8672) from 9am to 6pm, daily

Please include your name, membership number and NRIC/Passport.

26. Can I buy Islander Membership as a gift to my friend?

Yes, you may purchase Islander membership vouchers as a gift for your friends at our Ticketing Counters. The gift card is valid for 3 months. The membership can be redeemed at any of our Membership Counter and the 1 year membership validity will only start upon redemption.

For more information, you may drop us an email at islander@sentosa.com.sg

Card Collection

1. How do I collect my Islander card when it is ready?

A collection email will be sent to you when your Islander card is ready for collection. Please bring along your collection email and Temporary Islander card/expired Islander card(s) to our membership counter at Sentosa Station (VivoCity Lobby L, Level 3, from 9am - 8pm daily including Public Holidays) to collect your Islander card.

2. Can I keep my expired Islander card(s)?

All expired Islander cards/Temporary Islander cards must be surrendered upon renewal/collection.

3. I received the collection email a month ago, would I still be able to collect my Islander card at the Membership Counter at Sentosa Station?

It is advisable to call our hotline, 1800-SENTOSA (736-8672), to check if your Islander card is still available at our membership counter at Sentosa Station (VivoCity Lobby L, Level 3) before your visit (at least one working day in advance).

4. I am unable to collect my Islander card(s), can I authorize someone to collect the Islander card(s) on my behalf?

Yes, you may sign on the collection email and hand the collection email and Temporary Islander card(s)/expired Islander card(s) to the appointed personnel to collect your Islander card(s) on your behalf.

5. I have not collected my Islander card for more than half a year, is it possible to extend my membership?

We are unable to extend your membership as the membership is valid for one (01) year from the date of application/renewal.

6. I did not receive the collection email for more than one (01) month since I sent in my application, what should I do? / Why was there a delay in the printing of my Islander card?

The Islander card process may be delayed due to incomplete information or lack of photograph, hence it is advisable to make sure that you have filled in all the required information on the application form and affix your photograph (do remember to write your name and NRIC behind the photograph) to the form when signing up for the membership.

If you have submitted a completed form together with your photograph and have yet to receive your collection email within one (01) month, kindly contact our Hotline, 1800-SENTOSA (736-8672), or drop us an email at islander@sentosa.com.sg

During renewal

1. When will I receive renewal notification?

A renewal notification will be email to you 2 months before your membership expires.

2. My membership has expired, am I allowed to renew my membership?

Yes, you are given a 3-month grace period to renew your membership. Renewal fee is applicable.

If you renew after the 3-month grace period, it will be considered as a new application. However, you will enjoy a full term of your membership (expiry date is one (01) year from the day you re-apply).

3. Do I need to re-submit my photograph again during renewal?

No, you are not required to re-submit your photograph if you wish to have the same photo printed on your new Membership card.

However, if you wish to change your photograph, please submit your new photograph upon renewal and it will be printed on your new Membership card.

4. How do I renew my Islander membership?

You can renew your Islander membership online. Please allow 10-15 working days for the processing of online application. Your Islander card will be mailed to you once it is ready.

Alternatively you can renew your membership at any of our membership counters. Your personalised membership card will be printed and issued to you on the spot.

- a. Sentosa Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily*)
- b. Beach Station (open 9am - 8pm daily)
- c. Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

5. Can I keep my expired Islander card(s)?

You must surrender the expired Islander cards/temporary Islander cards upon renewal.

Replacement of Card

1. When is replacement of cards applicable?

You may replace your cards under the following circumstances but not limited to:

- Members would like to make changes to card – eg. to include Christian name, change photograph, add new family member/s (provided that membership is still valid and there are no more than 5 immediate family members per family membership) etc.
- Information on card is incorrect because member had submitted wrong information
- Stolen/Loss of card/ confiscated
- Card is de-faced due to member's negligence

A replacement fee of S\$10.70 is applicable for each Islander card (GST inclusive).

2. How do I replace my card??

You can replace your membership at any of our membership counters. Your personalised membership card will be printed and issued to you on the spot.

- Sentosa Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily*)
- Beach Station (open 9am - 8pm daily)
- Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

Vehicle Registration

1. I am an Islander member, but my vehicle is not registered. How do I register my vehicle and how long does it take?

You may send the following details to islander@sentosa.com.sg:

Name

Membership Number

Contact details

Vehicle Number

IU Number

Application for the Car-In-Vehicle (IU) Registration is subject to approval by Sentosa Development Corporation. If approved, you will be notified via email on the successful registration within 14 working days.

2. I have recently renewed my Islander membership; do I need to renew my vehicle details?

No. However, please allow 2 – 3 working days for the reactivation of your vehicle IU and you will be notified via email once your vehicle IU has been successfully renewed

3. Can I register more than one vehicle under my Islander membership?

Only one private car registration is allowed IU registration per Islander membership.

4. During my term of membership, can I change my vehicle details?

Yes, you may send the following details to

islander@sentosa.com.sg

:

Name

Membership Number

NRIC/Fin/Passport No.

Vehicle Number

NEW vehicle IU Number

Please note a non-refundable administrative fee of \$10.70 is payable for the replacement or change of each vehicle IU, 14 working days is required for the activation.

Conversion

1. I am currently holding onto an Individual membership. Would I be allowed to convert it into a Family membership (or vice versa)?

If your individual membership has not expired, we would advise you to hold onto your Individual membership until it expires. Upon the expiry of your Individual membership, you can convert to a Family membership and only pay the renewal rate of S\$40.

If you are married and have kids (all under the age of 3), we would advise your spouse to take up an Individual Islander (S\$25) instead of the family membership (S\$50) as children under age of 3 are not chargeable for admission into Sentosa.

You can convert your Islander membership at any of our membership counters. Your personalized contactless membership card will be printed and issued to you on the spot.

- Sentosa Station (VivoCity Lobby L, Level 3) (open 9am - 8pm daily)
- Sentosa Beach Station (open 9am - 8pm daily)
- Merlion Plaza Ticketing Counter (open 9am - 6pm daily)

2. How can I update my particulars?

Members can update their particulars by:

1. Calling our Hotline, 1800-SENTOSA (736-8672)
2. Dropping by at our Membership Counters at Sentosa Station, Beach Station and Merlion Plaza Ticketing Counter
3. Email to islander@sentosa.com.sg

Please include your name, membership number and NRIC/Passport