

Sentosa Islander Membership FAQs

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. I used to purchase a Family Islander and I'm unable to find the options now.

WEF 31 March 2020, we have ceased the sales of Family Islander Membership. You may renew it as an Individual Islander instead.

4. I have a child under the age of 3 years. Do I need to buy an Islander Individual 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 purchase it for your child when he/she has turned 3 years old

5. How can I apply for the Islander Membership? There are 2 ways which you can apply for the Islander membership*:

- **Online Registration** at www.islander.com.sg.

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.

- **Islander Membership Counters*:**

- VivoCity Station (VivoCity Lobby L, Level 3) (Open 9am - 8pm daily)
- Beach Station (Open 9am - 8pm daily)

**All counters and card processing for online application will cease operations from 7 April 2020 till 1 June 2020 due to Circuit Breaker period as announced by the Government on the 21 April 2020.*

6. Is the Islander membership applicable to foreign guests?

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

7. 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 4 for alternative mode of sign up.

8. What are the different modes of payment*?

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

**We are moving toward e-payment in Q3/4 of 2020 and only Credit/Debit Card will be accepted.*

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

If you have submitted the application form and made payment at any of our membership counters at VivoCity Station and Beach Station 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.

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

You may drop us an email at islander@sentosa.com.sg

11. I have read and understood that the card processing takes about 10-15 working days, however, I will need the Islander card 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)

Alternatively, you may wish to login to the membership portal at www.islander.com.sg and present your e-Membership Card

12. 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?

Yes, you will still be able to enjoy the benefits upon completing your profile via the membership portal at www.islander.com.sg. As of 1 Sep 2019, members without a valid mobile number or email will not be able to enjoy the benefits.

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

You may bring along a photo or choose to have your photo taken over at the Membership Counter to personalize your card.

14. Is it compulsory to submit a photo?

Yes, as Islander members will be issued personalized Islander Membership cards and for identification purposes. Photo must be able to see clear facial features (no filters or sunglasses).

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

We will arrange your personalized membership card to be mailed to you within 7 working days.

However, you will still be able to login to the members' portal at www.islander.com.sg to use your e-Membership card and enjoy the benefits of an Islander member.

16. How can I update my particulars?

Members can update their particulars via Members' portal, islander.com.sg with your email and OTP.

Card Collection

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

For online applications – we will mail the membership card to the registered address that is filled in during registration.

You may also visit any of our membership counters and your personalized membership card will be issued to you on the spot.

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

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

3. 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 via the membership portal at www.islander.com.sg

If you have not received your card after (1) month, kindly contact our hotline at 1800-SENTOSA (736-8672), or drop us an email at islander@sentosa.com.sg

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 2-month grace period to renew your membership. Renewal fee is applicable.

If you renew after the 2-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.

4. How do I renew my Islander membership?

You can renew your Islander membership online at www.islander.com.sg. 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 personalized 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)

Replacement Cards

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.
- 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

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

2. How do I replace my card?

You may do card replacement via Islander membership online at www.islander.com.sg. 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 replace your membership at any of our membership counters. Your personalized 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)

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

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?**

Members can now register their vehicle via the membership portal at www.islander.com.sg. Registration is subjected to approval by Sentosa Development Corporation. If approved, the vehicle will be successfully registered 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.