


Taylor Swift | The Eras Tour – Frequently Asked Questions (FAQ)

No.	Question	Response
1.	<p>What are the on-property activities taking place at Marina Bay Sands for Taylor Swift The Eras Tour?</p>	<p>There are <u>three</u> public activations taking place at Marina Bay Sands in support of the Taylor Swift The Eras Tour, starting from 28 February:</p> <ol style="list-style-type: none"> <p>1) Taylor Swift The Eras Tour Trail</p> <p>What: There will be seven walkthrough installations set up at various locations across The Shoppes and Sands Expo & Convention Centre at Marina Bay Sands. These installations are inspired by the artist’s 10 eras and will offer Instagram-worthy photo opportunities for the public.</p> <p>When: 28 February to 13 March, 10.30am to 10pm daily</p> <p>Where: The Shoppes - Southside (near Black Tap restaurant); Grand South Colonnade (between Chanel and Gucci); L2 above Rasapura Masters; B2M in front of Hugo Boss boutique; B2 near Zara; and at Sands Expo & Convention Centre, L3 (next to Origin + Bloom)</p>  <p>Admission: Free to the public</p> <ol style="list-style-type: none"> <p>2) Taylor Swift The Eras Tour Light & Water Show</p>

		<p>What: A special edition of MBS' nightly light and water show choreographed to four songs of Taylor Swift – You Belong With Me (Taylor's Version), Cruel Summer, Style (Taylor's Version), and Shake it Off (Taylor's Version). The building façade will also be lit up in the hues of the concert theme from 7pm to 11pm.</p> <p>Where: Event Plaza</p> <p>When:</p> <ul style="list-style-type: none"> • 28 and 29 February, 3 to 7 March – 8pm & 9pm • 1 and 2 March – 8pm, 9pm & 10pm <p><i>*The show is approximately 15 minutes long</i></p> <p>Admission: Free to the public, but online registration needed to access the lower deck of the Event Plaza via our website from 27 February, 12pm, due to capacity constraints.</p> <p>3) Taylor Swift The Eras Tour Retail Pop-up (This event has ended.)</p> <p>What: Official concert merchandise from the Taylor Swift The Eras Tour will be sold at an exclusive retail pop-up at Marina Bay Sands, while stocks last.</p> <p>Where: Sands Expo & Convention Centre, Hall C</p> <p>When:</p> <ul style="list-style-type: none"> • 29 February; 1 March 2024 – 11am to 9pm • 2, 3, 4 March 2024 – 11am to 6pm <p>Admission: Free to public, but fans must register for a time-slot online from 27 February, 6pm, to be able to come down and buy merchandise.</p> <p><i>*Operational timings subject to change based on merchandise availability.</i></p>
2.	Will the installations for the Taylor Swift The Eras Tour Trail be accessible to the public 24/7?	The installations will only be accessible to the public at The Shoppes and Sands Expo & Convention Centre, L3, from 10.30am to 10pm and will be stanchioned off after-hours.
3.	What can visitors expect at each installation, and will there be a queue system in place?	<p>There will be seven walkthrough installations located at The Shoppes and inspired by Taylor Swift's "10 eras", providing Instagram-worthy photo opportunities for fans and visitors.</p> <p>Each installation will have a maximum capacity limit at any one time, and ushers will be deployed to manage queues. Marina Bay Sands may implement additional crowd management measures at any time for the safety of guests and to facilitate an optimal experience for guests.</p>

4.	Will Taylor Swift be making any appearances at Marina Bay Sands as part of the activations?	No, the artiste will not be making any special appearances at Marina Bay Sands.
Taylor Swift The Eras Tour Light & Water Show		
16.	Where is the best vantage point to view Taylor Swift The Eras Tour light and water show?	<p>Visitors can head to the lower deck at the Event Plaza for the best view of the light and water show, but they would need to register online for entry into this space.</p> <p>The upper deck will also be closed off to the public during this period due to a private event.</p>
17.	Do I need to register or purchase a ticket to view the Taylor Swift The Eras Tour Light & Water Show at the Event Plaza?	<p>The light and water show is free for the public. For the best viewing experience, we strongly recommend members of the public register for an e-ticket to access the lower deck of the Event Plaza to view the show, due to capacity limits.</p> <p>All guests, including children regardless of age, will need to register for an e-ticket for entry to the lower deck. Entry for ticketholders is on a first-come-first-served basis and does not guarantee a front standing space or an unblocked view.</p> <p>Access to the lower deck will open to ticketholders 30 minutes prior to each show commencement. Pre-queueing and overnight queueing is not allowed. Those who do not have an e-ticket will still be able to view the show from along the Waterfront Promenade.</p> <p>Online registration for e-tickets to the Taylor Swift The Eras Tour Light & Water Show will start from 12pm on 27 February via the event page on Marina Bay Sands' website.</p>
18.	What is the maximum number of e-tickets I can register for at any one time?	A maximum of six e-tickets can be redeemed per transaction.
19.	Can I register for more than one show?	Only one transaction is allowed per person (tied to unique e-mail address). Booking for multiple show sessions is not allowed.
20.	I have registered for access to the lower deck – what time can I enter the venue space?	Access to the lower deck will open to ticketholders 30 minutes before each show commencement.
21.	Is re-entry permitted for ticketholders to the lower deck?	Re-entry is not allowed.
22.	Do I risk getting wet during the Light & Water Show at the Event Plaza?	There is a possibility of getting wet if you are standing close to the water at the Event Plaza – fans are advised to bring a raincoat or poncho in the event of strong winds.
23.	What happens if it rains during the Light & Water Show?	The Taylor Swift The Eras Tour Light & Water Show is a rain or shine event.

		<p>In lieu of possible unpredictable weather, fans are advised to bring along a poncho or raincoat if they are venturing outdoors to watch the light and water show.</p> <p>In the event the show is cancelled due to inclement weather, we will be allowing affected ticketholders to attend an alternate show and access the lower deck of the Event Plaza (ticketed zone), subject to capacity.</p>
24.	Will some entrances/exits at The Shoppes be closed between 28 February and 7 March for the Taylor Swift The Eras Tour Light & Water Show at the Event Plaza?	<p>From 28 Feb – 7 March, Marina Bay Sands will be progressively closing the glass doors located at L1, The Shoppes, between Dallas and Apple store from 6pm onwards as part of crowd control management measures during the Taylor Swift The Eras Tour Light & Water Show.</p> <p>The doors will remain closed until 10pm for guests intending to enter or exit The Shoppes. Guests can exit the Event Plaza by the sides of the waterfront promenade in an orderly fashion.</p>
Concert Tickets & Packages		
25.	Is Marina Bay Sands still selling Taylor Swift Hotel packages?	All packages are now sold out.
26.	How else can I get Taylor Swift tickets?	<p>Sands LifeStyle members will have the opportunity to win tickets to Taylor Swift The Eras Tour by participating in Festive Draw: Taylor Swift The Eras Tour. Members can activate their chances at any Sands LifeStyle kiosk by 4pm on 2 Mar for a chance to win a pair of VIP 2 tickets to Taylor Swift The Eras Tour.</p> <p>More information can be found here</p>

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