



NOT FOR CIRCULATION

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## GENERAL INFORMATION

### • WHAT IS THIS EVENT ABOUT?

Mid-Autumn Celebrations 2025 is specially tailored for your pre-believing loved ones to encounter Jesus through song and dance performances, testimonies, fun activities and preaching by Pastor Mark Ng from our Chinese Ministry. This event is for both the young and the young at heart. All three sessions are identical and will be conducted in Mandarin only.

### • WHEN, WHERE & HOW WILL MID-AUTUMN CELEBRATIONS 2025 TAKE PLACE?

This event will take place in the form of an in-person, local event on Saturday, 27 September 2025 at Marina Bay Sands Expo & Convention Centre, Cassia Ballroom at Level 3. There will be three identical sessions in Mandarin at 1pm, 3pm and 5pm.

### • IS THIS A PAID EVENT?

This is a free, ticketed event. You can get hold of the tickets via [ncc.org.sg/mac](https://ncc.org.sg/mac) from Sunday, 31 August, 8am.

### • IS THE EVENT OPEN TO EVERYONE? / WHO CAN I INVITE?

Our Mid-Autumn Celebrations is specially prepared to share the gospel of Christ with the Mandarin-speaking community. The event is open to everyone aged 7 and above—simply get

your ticket at [ncc.org.sg/mac](http://ncc.org.sg/mac). We warmly encourage you to invite your pre-believing loved ones, that they may encounter Jesus in a personal way at this celebration.

- **WILL CHILDREN BE ABLE TO ATTEND?**

To ensure a pleasant experience for everyone, this event is recommended for those aged 7 and above. We appreciate your understanding that we are unable to admit children under 7, including infants.

- **WILL THE EVENT BE MADE AVAILABLE ONLINE?**

At the moment, the event will not be streamed online, and we encourage you to join us in person. Tickets are free! If you're unable to make it on Saturday, do join us at our Sunday in-person services on 28 September, where we'll be having a special Mid-Autumn Celebration service.

- **IS THERE TRANSPORT PROVIDED TO MARINA BAY SANDS? HOW DO I GET THERE?**

Marina Bay Sands is conveniently located in the heart of Singapore. Simply take the MRT and alight at **Bayfront MRT station** to reach the venue. For detailed directions, please visit: [newcreation.org.sg/getting-to-marina-bay-sands](http://newcreation.org.sg/getting-to-marina-bay-sands).

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## **PROGRAMME & ACTIVITIES**

- **HOW WILL THE PROGRAMME LOOK LIKE?**

We are holding 3 identical sessions in Mandarin at 1pm, 3pm and 5pm. You can look forward to engaging activities, special item performances, a powerful testimony, and a life-transforming message on God's love by Pastor Mark Ng from our Chinese Ministry. The celebration will conclude with a salvation call.

Please note that the programme is subject to change and we seek your understanding that it will not be available in English.

- **WHAT ARE THE ACTIVITIES?**

After the programme, attendees are invited to the next ballroom to participate in the various activities such as fan-painting, wire-flower craft, lantern riddles and tea-tasting. *Please note that the activities are subject to change.*

- **IF I CAN'T MAKE IT FOR THE SESSIONS, CAN I STILL WATCH IT ONLINE?**

At the moment, the event will not be streamed online, and we encourage you to join us in person. Tickets are free! If you're unable to make it on Saturday, do join us at our Sunday in-person services on 28 September, where we'll be having a special Mid-Autumn Celebration service.

- **WHAT TIME WILL THE SESSIONS END?**

The duration for each session is around 2 hours. *Please note that the programme is subject to change.*

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## **TICKET REGISTRATION**

- **IS A TICKET REQUIRED? HOW CAN I REGISTER FOR TICKETS?**

Yes, this is a free, ticketed event. Ticket registration will be open to the church from Sunday, 31 August, 8am. Register your tickets via [ncc.org.sg/mac](http://ncc.org.sg/mac). Only participants with a valid ticket will be allowed entry into the event. Do ensure that you receive a confirmation email from Brushfire for Mid-Autumn Celebrations 2025. *Note: A successful transaction is only confirmed and recognised upon receipt of the confirmation email.*

- **AM I ABLE TO WALK IN ON 27 SEPTEMBER FOR THE EVENT WITHOUT A TICKET?**

Due to space limitations, admission is strictly for ticket holders only.

- **ARE THE TICKETS CHARGEABLE?**

This is a free, ticketed event. Ticket registration will be open to the church from Sunday, 31 August, 8am. Register your tickets via [ncc.org.sg/mac](http://ncc.org.sg/mac).

- **HOW MANY TICKETS AM I ALLOWED TO REGISTER FOR?**

There is a limit of 6 tickets per transaction. You may choose to make multiple transactions if you require more tickets.

- **DO TICKETS COME WITH SEAT NUMBERS?**

This is a free seating event and there are no seat numbers allocated to each ticket. Seating areas will be released in a systematic manner to ensure maximum seat occupancy. Ushers will be at hand to direct you to designated seating areas.

- **WHEN IS THE LAST DAY OF TICKET REGISTRATION?**

Tickets are available on a first come, first served basis. We encourage you to get your tickets early to avoid disappointment.

- **HOW WILL I KNOW IF MY TRANSACTION WAS SUCCESSFUL?**

A confirmation email from Brushfire will be sent to you within 30 minutes. Please note that the email will be sent to the email address indicated at the end of the Brushfire form, upon check-out. Do check your email inbox / junk / spam folders for the confirmation email too.

- **I DID NOT RECEIVE THE CONFIRMATION EMAIL. WHAT SHOULD I DO?**

Please allow up to 30 minutes for Brushfire to push out the confirmation email to the email address indicated at the end of your registration form.

If you still have not received the confirmation email in your inbox / junk / spam folders by the end of the day, you may reach out to the Chinese Ministry at [chinese.ministry@newcreation.org.sg](mailto:chinese.ministry@newcreation.org.sg).

- **I ENTERED THE WRONG PARTICULARS WHEN I REGISTERED FOR TICKET, HOW CAN I MAKE EDITS?**

For any amendment requests during the ticket registration period, kindly email us at [chinese.ministry@newcreation.org.sg](mailto:chinese.ministry@newcreation.org.sg).

- **I REGISTERED TICKETS FOR THE WRONG SESSION(S). CAN I CHANGE MY TICKET TO ANOTHER SESSION?**

You can return your tickets and re-register for another session. Please refer to "[How To Return My Ticket](#)" for the process.

- **CAN I REQUEST TO EXCHANGE MY TICKET TYPE AFTER I REGISTERED FOR A TICKET? (E.G: STANDARD > WHEELCHAIR / WHEELCHAIR > STANDARD)**

You can return your tickets and re-register for the correct ticket type. Please refer to "[How To Return My Ticket](#)" for details.

- **IS THE TICKET TRANSFERABLE? / CAN I RETURN THE TICKETS?**

Tickets can be transferred. Simply forward the confirmation email with the ticket QR code to your invitees for them to attend the event. If you are unable to attend at all, you may return your ticket to the system, so that others may be able to attend the session and be blessed. Please refer to "[How To Return My Ticket](#)" for more information.

- **HOW TO RETURN MY TICKETS?**

1. Open the e-ticket email sent to you and click on “Full Order Details.”
2. Select “Manage Attendees.”
3. Under the “Attendees” section, click on the ticket you wish to return.
4. In the “Actions” menu, choose “Donate Back.”
5. Tap “Donate Back” again to confirm your return.

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## **WHEELCHAIR SEATS**

- **HOW DO I REGISTER FOR A WHEELCHAIR SEAT TICKET?**

If you are bringing a loved one who is a wheelchair user, please select a “Wheelchair” ticket for your loved one and add a “Standard” ticket for yourself.

- **HOW MANY PEOPLE ARE ALLOWED TO SIT WITH THE ATTENDEE ARRIVING IN A WHEELCHAIR?**

Up to 2 companions are allowed to sit with the attendee at our venue.

- **HOW DO WE GO UP TO MARINA BAY SANDS LEVEL 3 WITH THE ATTENDEE ARRIVING IN A WHEELCHAIR? IS THERE A SPECIFIC DROP-OFF POINT FOR WHEELCHAIR USERS?**

Please use the designated drop-off and pick-up point at Level 1, outside Sands Expo & Convention Centre, for guests arriving in a wheelchair. Our servers will be on duty to assist you.

- **DO WHEELCHAIR TICKETS COME WITH SEAT NUMBERS?**

There are no seat numbers allocated to each wheelchair ticket. Ushers will be around to assist you.

- **IS THERE SPECIAL ASSISTANCE PROVIDED TO HANDLE ATTENDEES WHO ARE WHEELCHAIR USERS AT THE DROP-OFF POINT OR IN THE EVENT VENUE?**

Our staff and volunteers are not professionally trained in providing specialised assistance for wheelchair users. For this reason, we kindly require attendees in wheelchairs to be accompanied by a companion or caregiver who can support them with personal care needs such as toileting, and in the event of an emergency.

- **WHAT IS THE APPROPRIATE TIME OF ARRIVAL FOR WHEELCHAIR-BOUND ATTENDEES?**

Doors will open 30 minutes before the event starts. We recommend that you arrive at the venue early so that there is sufficient time to settle in comfortably.

- **HOW DO WE IDENTIFY THE WHEELCHAIR TICKET AND A STANDARD TICKET?**

In your e-ticket, there would be an indication of the type of ticket that was registered above the QR code.

- **WHAT HAPPENS WHEN THE SESSION END?**

For safety reasons, please remain seated after the service ends. We will dismiss the congregation in an orderly manner.

- **IF I HAVE REGISTERED FOR A WHEELCHAIR TICKET, BUT LATER FOUND OUT THAT THE ATTENDEE USING THE WHEELCHAIR CANNOT MAKE IT TO THE EVENT, CAN I REQUEST TO EXCHANGE THE TICKET FOR A STANDARD TICKET?**

Yes, you can return your tickets and re-register for the correct ticket type. Please refer to "[How To Return My Ticket](#)" for details.

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## **OTHERS**

- **IS THERE ANY DOOR GIFT?**

Each ticket holder who is physically present at the event may bring home a mooncake, while stocks last.

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### **HAVE QUESTIONS THAT AREN'T ANSWERED HERE?**

*Drop us a message at [chinese.ministry@newcreation.org.sg](mailto:chinese.ministry@newcreation.org.sg)*

*We will be glad to help!*