



Serve all with Love

Maternity Tour

Frequently Asked Questions:

1. How do I sign up for Maternity Tour online?

For Singaporeans/Permanent Residents, you will need to sign up for the Maternity Tour through our [Alvernia Connect portal](#). Log in with your Singpass to register for an account and fill in your details securely for a seamless experience. For a step-by-step guide, please refer to the User Guide [link here].

For foreigners, you will need to sign up for the Maternity Tour through our Alvernia Connect portal. Log in, register for an account, and fill in your particulars. An OTP will be sent to your registered email address to confirm your registration. For a step-by-step guide, please refer to the User Guide [link here].

2. Why do I need to sign up through the [Alvernia Connect portal](#)?

The Alvernia Connect portal provides a streamlined and secure way to manage your registration and personal data. By using Singpass, your information is automatically verified, ensuring accuracy and security while simplifying the sign-up process. This integration also allows us to offer a smoother and more efficient experience for our users.

3. Why do I need to use Singpass to sign up?

Singpass ensures a secure, accurate, and efficient sign-up by verifying your identity automatically. It saves time, reduces errors, and protects your personal data with stringent security standards. By integrating Singpass, we aim to provide a convenient, efficient, and trustworthy registration experience for all users.

4. Will I get notified when my sign-up is successful??

Yes, upon successful registration, you will receive an email confirmation with the date and time of your scheduled Maternity Tour.

5. Who can I contact if my sign-up is unsuccessful?

If you encounter any issues with your sign-up, please submit your enquiry or feedback [\[here\]](#), and we will respond within three working days. Alternatively, you can call us at +65 6347 6688 for assistance.

6. I have booked a Maternity Tour. Will I be able to reschedule my appointment?

Yes, you can reschedule your Maternity Tour appointment. Simply log in to the Alvernia Connect portal and cancel your current booking under "My Events." Once cancelled, you may book a new slot, subject to availability. To avoid any inconvenience, please cancel your appointment **24 hours** before the tour begins, as the system only permits one booking within a nine-month period.

7. Can I book more than one Maternity Tour?

The Maternity Tour is limited to **one** booking within the first nine months. Each slot accommodates a **maximum of two participants**: the expecting mother and one accompanying adult. If you wish to join another Maternity Tour after nine months, you may make a new booking.

8. May I bring my children with me to the Maternity Tour?

As we would like to ensure the best experience for everyone, we regret that children are not allowed on the Maternity Tour. This helps us maintain a focused and comfortable environment for all participants as well as our patients at the maternity wards.

9. What time should I arrive, and are there any specific requirements for the wards tour?

Please plan to arrive 10 minutes early at the Patient Liaison Centre (PLC) to complete the registration process. PLC is located at the Main Lobby, Level 1 next to the Alvernia Retail Pharmacy. During the tour of the maternity wards, we request that all participants wear a mask in consideration of our patients.

10. Am I allowed to join the Maternity Tour if I am not pregnant?

We recommend attending the Maternity Tour during your pregnancy to ensure that the information provided is helpful and tailored to your needs.