

# Important Information

## FRAMED: A Murder Mystery at National Gallery Singapore

FRAMED is a self-guided experience played on WhatsApp. No staff or guides will meet or accompany you. You will navigate the experience on your own mobile device(s), either solo or as a team, at your own pace.

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### Team Size & Ticket Limit

#### Recommended Team Size

You can play solo, but we recommend 2 - 5 participants for the best experience.

#### Ticket Limit

A maximum of 5 tickets may be purchased per order. All tickets within the same order will form a single team.

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### What's Included (Per Ticket)

Each ticket is for one participant and includes:

- FRAMED gameplay access on WhatsApp (1 device per participant)
- National Gallery Singapore admission (1 admission per participant)
- Exclusive HIDDEN x National Gallery Singapore gift entitlement (1 per participant)

#### Buying for your group

For the best experience, we recommend one ticket per participant so everyone can play on their own device and enjoy the full inclusions.

#### Gameplay access

The number of tickets purchased determines how many participants can join and access FRAMED on their own device. Everyone receives the same clues, and anyone can submit answers to progress for the whole team.

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### How to Purchase

If you are playing in multiple teams, please place a separate order for each team.

Example:

- **Order 1:** 4 tickets for Team A
- **Order 2:** 3 tickets for Team B

**Important:** Each order creates one team. Tickets purchased in the same order cannot be divided into separate teams, and tickets purchased in separate orders cannot be combined into one team.

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## After Checkout: What to Expect

You will receive two emails (both are required).

1. **Email from National Gallery Singapore** (noreply@nationalgallery.sg)  
Confirms your purchase and includes a QR code to redeem your Gallery Admission Pass at any Self-Service Kiosk upon arrival.

*Note: For purchases via SG60 Culture Pass, you will instead receive an email from GlobalTix (ticket@globaltix.com).*

2. **Email from HIDDEN Singapore** (cat@hiddenxp.com)  
Includes a link to the Experience Setup page (takes under 5 minutes). You can only start the experience after completing the setup.

**Important:** If you do not see these emails, please check your junk or spam folders.

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## How to Start

- **Things to Bring:** Each participant should bring a smartphone with internet access, WhatsApp installed, and sufficient battery life for the duration of the experience.
- **Experience Hours:** You can begin anytime between 10:00 AM – 7:00 PM SGT (UTC+8). The experience takes about 1.5 to 2 hours, so we recommend starting by 5:00 PM to complete it in one visit.
- **Starting Point:** Inside the National Gallery Singapore, outlined in the WhatsApp message.

- **Team Setup:** Instructions in WhatsApp will include a team join QR code. Teammates can scan this to join.
  - **During the Experience:** Follow the story prompts in WhatsApp. You may reply with:
    - **LOST** – to get your exact clue location
    - **STUCK** – to receive a hint
    - **SKIP** – to move on
    - **HELP** – to view all available commands
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## Health & Safety

Please prioritise your well-being during the experience. By participating, you agree that HIDDEN Singapore and the National Gallery Singapore are not responsible for any injury, loss, or damage to personal property that may occur during your visit or gameplay.

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## Need Help?

For ticketing, cancellations, and refunds, National Gallery Singapore's terms and conditions apply.

- **General Gallery info (National Gallery Singapore):**  
[info@nationalgallery.sg](mailto:info@nationalgallery.sg)
- **Ticketing, payment & refunds (National Gallery Singapore):**  
[ticketingenquiries@nationalgallery.sg](mailto:ticketingenquiries@nationalgallery.sg)
- **Experience support / gameplay issues (HIDDEN Singapore):**  
[support@hiddenxp.com](mailto:support@hiddenxp.com)