

Issued: 7 May 2021

FAQs
STRICTER SAFE MANAGEMENT MEASURES
FOR SPORT AND PHYSICAL EXERCISE & ACTIVITY (8 to 30 May 2021)

A. ON CLOSURE OF INDOOR SPORT & RECREATIONAL FACILITIES

Qn: What facilities are to be closed and for how long?

Ans: From 8 to 30 May 2021, high risk sport and exercise environments that are indoors¹, where participants are in close contact, exerting and not wearing masks, will have to be temporarily closed to curb further community transmissions.

Premises identified as high-risk sport and exercise environments include indoor personal fitness training facilities such as gyms and fitness studios, including yoga and pilates studios. These premises must not be used, or allowed to be used, or hired out to others for use, as a gym, fitness or exercise facility or other physical recreational activity.

Public and private gyms and fitness/exercise studios, including those operated by commercial enterprises, national sports associations, country clubs, golf clubs, private apartments, condominiums and charities, are to close during the stipulated period.²

Qn: Can I come back to my gym / fitness/exercise studios for administrative work during the closure?

Ans: You may enter your premises and conduct administrative tasks including for filming of online classes, subject to all prevailing Safe Management Measures. Do check back with Sport Singapore when in doubt. You can email the Sport Singapore QSM at <https://members.myactivesg.com/feedback>.

Government agencies will be conducting inspections. Enforcement action(s) under the COVID-19 (Temporary Measures) Act will be taken against businesses or individuals who fail to comply with safe management measures.

Qn: I run a gym / fitness/exercise studio and have to close. Can I get approval to do filming at my gym / studio for the purpose of online classes? How do I go about it?

Ans: Premises can be used by a coach/instructor for the purposes of producing digital content for online classes, subject to all prevailing Safe Management Measures. Do check back with Sport Singapore when in doubt. You can email the Sport Singapore QSM at <https://members.myactivesg.com/feedback>.

Government agencies will be conducting inspections. Enforcement action(s) under the COVID-19 (Temporary Measures) Act will be taken against businesses or individuals who fail to comply with safe management measures.

Qn: I have a mixed purpose facility that has a gym, exercise studio, outdoor pool, spa, am I required to close?

Ans: You are required to cease operations of your gym and exercise studio. Other amenities can continue operations.

¹ Defined as venues with roof/shelter and walls

² Premises can be used by a coach/instructor for the purposes of producing digital content for online classes.

Qn: I run a yoga/pilates studio. Do the new measures affect me?

Ans: Yoga/pilates studio falls under the fitness/exercise studios and will have to be closed from 8 to 30 May 2021.

Qn: I run a gym/exercise studio and I'm prepared to impose mask-on for my programmes/activities. Can I still continue to open?

Ans: No, you are not allowed to open from 8 to 30 May 2021 for sports, exercise and physical recreational activities even with masks on as the intent is to reduce the risk of further community spread in this period of heightened alert, we seek your cooperation to remain unified and disciplined in our fight against COVID-19, and to keep our loved ones and community safe.

Qn: I run a private sport academy (e.g. gymnastics, martial arts, combat sports). Do I need to close?

Ans: No, you don't have to close but you will need to factor in the tightened measures on group size and density in your operations. From 8 to 30 May 2021:

- Sport/recreational facilities can only admit a maximum number of persons according to its Gross Floor Area based on 10 Sqm per person³, up to a maximum of 50 persons, instead of 8 Sqm per person. No facility, regardless of size, shall admit more than 50 persons.
- Group activities must be confined to groups of no more than 5 individuals. The physical distancing⁴ between individuals and groups of up to 5 individuals must be maintained while exercising and playing sport.
- For organised programmes and classes, an additional service provider (such as an instructor or a coach) from a permitted enterprise may guide the group. Multiple groups of 5 remain allowable up to 30 persons or the capacity limit of the venue, whichever is lower. The groups of 5 are not to intermingle and should remain 3 metres apart.

Qn: I am a freelance instructor and the gym / fitness/exercise studio that I provide my services to is closed. Can I conduct my classes up to 5 persons, at home?

Ans: You are strongly discouraged from doing so. From 8 to 30 May 2021, individuals are advised to keep to 2 or less social gatherings per day, whether visiting another household or meeting with friends/family members in a public space. The maximum number of distinct visitors per household per day is also reduced to 5. As the intent is to reduce the risk of further community spread in this period of heightened alert, we strongly discourage sports providers from hosting physical fitness classes for up to 5 persons in residential premises due to the high intensity and close contact nature of the activity. We seek the cooperation of all sports providers to remain unified and disciplined in our fight against COVID-19, and to keep our loved ones and community safe.

Qn: Can I continue to conduct 1-on-1 sessions at my gym / fitness/exercise studio?

Ans: No your facility is to be closed from 8 to 30 May 2021.

Qn: Can I conduct my fitness classes / 1-on-1 sessions outdoors?

Ans: Yes, you may, subject to prevailing safe management measures. Instructors who are interested to conduct large outdoor classes of up to 30 pax at outdoor public spaces must be

³ The Gross Floor Area includes exercises spaces, as well as other spaces such as changing rooms, rest areas within the facility. Facilities up to 50 sqm can admit up to 5 persons, e.g. a 20 sqm facility can accommodate 5 persons. This does not include staff.

⁴ A 2-metre physical distancing between individuals should be maintained while exercising and playing sport. If there is more than one group sharing a space, the groups must not interact and must maintain a distance of 3 metres apart from one another at all times.

registered. Please see <https://circle.myactivesg.com/programmes/classes/coaches/outdoor-classes-instructor-registration> for more information.

Qn: I run a gym / fitness/exercise studio and have to close. Are there grants to assist me?

Ans: Besides the support already offered under the Sports Resilience Package, Sport Singapore is looking into how we can provide additional support to those who have to cease operations during this period of tightened measures. These will be announced when ready.

B. ON SPORT EVENTS

Qn: What sport events are currently permitted?

Ans: All mass participation sport events, regardless of number of participants, will not be permitted to take place. Organisers are to cancel or postpone the events to a later date.

All other sport events, including live spectator sport events, sport competitions and tournaments, will be subject to approval before they can proceed. There will be no spectators allowed at sport events and competitions.

National Sports Associations that are organising competitions and tournaments that are related to qualifications for international competitions for national athletes should approach Sport Singapore early to discuss their plans. This applies to all sport events, including those that have previously been endorsed by Sport Singapore.

Qn: I have previously submitted my application and received SportSG's endorsement to organise an event. Can I still carry on?

Ans: On 4 May 2021, the Multi-Ministry Taskforce announced that with effect from 8 to 30 May 2021, there will be tightening of safe management measures to curb the transmission of COVID-19 within the community. In view of this, all sport events (mass participation, tournaments/ competitions, etc) that have previously been endorsed by Sport Singapore, will not be permitted to take place. Organisers are to cancel or postpone the events to a later date, to safeguard the community against infections.

Qn: I am an NSA and will like to conduct a tournament/competition during this period, for athletes' international qualifications. Is it still possible?

Ans: NSAs are advised to approach their NSA Partnership officer from SportSG as soon as possible to discuss these plans, and to obtain approval for the event, before they can proceed.

C. ON LARGE GROUP OUTDOOR EXERCISES

Qn: I am a registered instructor under Sport Singapore's Large Group Outdoor Exercises. How does the latest measures affect me?

Ans: Approved large outdoor classes at public spaces⁵ such as parks and HDB common areas, can continue. Total class size shall be reduced to 30 persons including participants, the registered instructor and any assistants, and is subject to the venue capacity limit.

⁵ An instructor may coach multiple groups of 5 persons, up to 30 pax or the venue capacity limit, whichever is lower. Instructors who are interested to conduct large outdoor classes of up to 30 pax at outdoor public spaces must be registered. Please visit <https://circle.myactivesg.com/programmes/classes/coaches/outdoor-classes-instructor-registration> for more information.

D. ON ACTIVESG FACILITIES & PROGRAMMES

Qn: Which ActiveSG sport facilities are closed?

Ans: Please see <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> for the list of ActiveSG facilities that will remain closed from 8 – 30 May 2021.

ActiveSG facilities such as stadiums, indoor sport halls and pools, as well as tenants of permitted services, will remain open from 8 to 30 May 2021. Members of public are advised to check with the respective tenants before heading down.

Qn: Is there anyone who is not allowed into ActiveSG sport facilities?

Ans: Yes, users who display flu like symptoms (e.g. cough, fever above 38 degree Celsius), users who came back from overseas within the last 14 days, on Stay Home Notice / Quarantine Order, are not allowed within our premises.

Qn: What are some ActiveSG's measures to protect the safety and wellbeing of users?

Ans: In order to safeguard the wellbeing of our guests, the following safe management measures will be put in place at all ActiveSG Sport Centres during Phase Three:

- Implementing temperature taking and recording of visitor details via SafeEntry at our facilities.
- Keeping the operating capacity to no more than 10 Sqm per person⁶ or 50 persons per facility. Staff on the premises is not included as part of the maximum capacity of 10 Sqm per person.
- Regulating access at our ActiveSG sport centres to ensure adequate physical distancing among users. This applies to our all stadiums, sport halls and swimming complexes that have facility/sport specific measures that may supersede general safe management measures.
- Ensuring that all gatherings, group activities and classes do not exceed 5 persons⁷. For organised programmes and classes, an additional coach or instructor is allowed and will not be considered as part of the group size of 5. There are also facility/sport specific measures that may supersede general safe management measures.
- Physical distancing of at least 2m between participants when exercising and 3m between different groups will be followed strictly at all times.
- Increased cleaning and sanitising of our facilities.

ACTIVESG FACILITY SPECIFIC QUESTIONS

1. ActiveSG Stadium

Qn: What are the operating hours of the stadiums?

Ans: The stadiums will be opened daily from 7.00am to 9.30pm.

⁶ Sport/recreational facilities can only admit a maximum number of persons according to its Gross Floor Area based on 10 Sqm per person, up to a maximum of 50 persons, instead of 8 Sqm per person. No facility, regardless of size, shall admit more than 50 persons.

⁷ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

Qn: What is the maximum number of pax allowed at the stadium?

Ans: The maximum number of pax is dependent on the number of facilities in each stadium. Each facility inside the stadium has a capacity limit of up to 50pax.

Qn: Which stadiums are opened to the public?

Ans: Our stadiums (except for Jalan Besar Stadium and MOE Evans Stadium) are opened to members of public who need to exercise outdoors. Masks must be donned when not engaging in strenuous exercises. Individuals should not linger after their exercise and should leave the facility after they are done exercising.

When engaging in sport and exercise, a physical distancing of 2m (i.e. 2 arms-length) between individuals and 3m (i.e. 3 arms-length) between groups must be maintained at all times. No mixing of groups is allowed.

Qn: Is anyone allowed in the stadium?

Ans: ActiveSG stadiums will be opened to the public from 8 – 30 May 2021. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. Members of the public should practise safe distancing even in open spaces. Individuals who feel unwell, should not visit our stadiums and are to seek medical attention.

Members of the public may exercise in groups of no more than 5 participants⁸ or in organised groups of 5 participants led by minimally one registered instructor, up to a total class size of 30 persons or lower depending on venue capacity and safe management measures.

A physical distancing of 2m (i.e. 2 arms-length) must be maintained when exercising or playing sport in general. Groups that are sharing a space must not interact and must maintain a distance of 3m apart at all times. Masks must be worn when not engaged in strenuous exercises.

Registered instructors can book the new spaces at SportSG facilities at myactivesg.com and will be responsible for ensuring that all safe management measures are being adhered to. A physical distancing of 2m (i.e. 2 arms-length) between individuals and 3m (i.e. 3 arms-length) between groups must be maintained at all times. No mixing of groups is allowed.

Qn: Can I bring my family to the stadium to exercise together?

Ans: Individuals can exercise outdoors with their family members / friends, but social group exercise and activities must be kept to no more than 5 participants when exercising between 8 – 30 May. They should also maintain at least 3m apart from other groups sharing the same space and wear their masks when not engaged in strenuous exercises.

Qn: Are there temperature-taking or attendance-taking at Stadiums?

Ans: Yes. There will be temperature taking and recording of visitor details via SafeEntry at our Stadiums. Users who display flu like symptoms (e.g. cough, fever 38 degree Celsius and above), users who came back from overseas within the last 14 days, on Stay Home Notice, are not allowed within our premises.

ActiveSG staff will be deployed to ensure safe management measures are adhered to, and we reserve the right to turn away visitors who do not comply to measures set and to avoid overcrowding.

⁸ Group activities are limited to no more than 5 participants, instead of 8 participants. An instructor may coach multiple groups of 5 persons, subject to the venue capacity limit and safe management measures.

Qn: Are lessons or trainings allowed at the stadium?

Ans: Instructors will need to be registered under a framework which is jointly administered by Sport Singapore and agency partners, before the classes can take place at the stadium. Registered instructors will be allowed to conduct large outdoor classes at the stadium with a class capacity capped at 30⁹ persons or lower and safe management measures.

Registration can be done online at <https://go.gov.sg/outdoor-classes-instructor-registration> and a response will be given within three working days. Only those who have successfully registered can book these spaces.

General group exercises not conducted by registered instructors will continue to be capped at the permitted group size of 5¹⁰. The additional coach or instructor will not be considered as part of the group size of 5. Instructors must ensure a 3m distance is kept between groups at all times so that there is no intermingling between groups or coach/instructor.

Qn: Can I still use the toilets and changing rooms within the Stadium?

Ans: Yes. The toilets, changing rooms and shower facilities at the ActiveSG stadiums will remain open to the public. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 5 pax¹¹ at any one time.

Qn: Can I use the lockers at the Stadium to keep my belongings while I exercise?

Ans: Yes. Lockers are available for use during this period.

2. ActiveSG Swimming Pool

Qn: Is anyone allowed in the swimming complex?

Ans: ActiveSG competition and training pools will be opened to the public from 8 – 30 May 2021. Wave Pool / Lazy River / Jacuzzi, wading pools and feature play pools will be closed until further notice. To facilitate usage by the different segments of public, there will be timebelts introduced. Prior booking is required via the ActiveSG app / myactivesg.com.

ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. Members of the public should practise safe distancing even in open spaces. Individuals who feel unwell, should not visit our stadiums and are to seek medical attention.

Qn: Can seniors participate in organised activities in the swimming complex?

Ans: Senior-centric¹² activities resumed under Phase 2, with safe management measures in place and no sharing of equipment between participants. Seniors can exercise either alone or in a group of no more than 5 participants¹³. For organised programmes and classes, there should be no physical interaction and mingling between seniors in the same group. An additional coach or instructor is allowed for organised programmes and classes and will not be part of the group size of 5.

⁹ From 8 – 30 May 2021, total class size shall be reduced to 30 persons including participants, the registered instructor and any assistants, and is subject to the venue capacity limit.

¹⁰ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

¹¹ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

¹² Refers to those who are 60 years and above

¹³ Group activities are limited to no more than 5 participants, instead of 8 participants. An instructor may coach multiple groups of 5 persons, subject to the venue capacity limit and safe management measures.

Qn: What are the operating hours of the swimming pool?

Ans: The pools will be opened daily from 6.30am to 9.45pm.

Please refer to <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> for latest updates of closure.

Qn: Can I come to swim at any time?

Ans: To protect the health and wellbeing of the community, specific swimming timings are being allocated for different segments and groups. Members of the public are to follow the allocated timings strictly and booking is required beforehand via the ActiveSG app or [myactivesg.com](https://www.myactivesg.com).

Table 1 - As of 8 May to 30 May, the specific swimming timings are as follows:

Revised Time Slots from 8 May 2021 to 30 May 2020		
Time	Mon – Fri	Sat & Sun
6:30am – 7:30am	Lap swim for General Public	Lap swim for General Public
7:45am – 8:45am		
9am – 10am		Organised swim classes
10am – 11am		
11am – 12pm		
12pm – 6pm		
6:15pm – 7:15pm	Lap swim for General Public	Lap swim for General Public
7:30pm – 8:30pm		
8:45pm – 9:45pm		

All members should use their booked slots responsibly so as to not deprive others of a chance to exercise.

Qn: Will all the swimming pool features be opened?

Ans: The training and competition pools will be opened. Wave Pool / Lazy River / Jacuzzi, wading pools and feature play pools will be closed until further notice. Some pools listed under <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> will remain closed in Phase Three.

➤ Booking of Swim Slots

Qn: How do I book for swim slots?

Ans: All visitors will need to book a swim slot via the ActiveSG app or [myactivesg.com](https://www.myactivesg.com) before visiting the swimming pool.

Qn: How far ahead in advance can I start booking the slots?

Ans: The slots will be opened for booking 3 days ahead of the usage date at 1200hrs, right up till the usage time. Users who do not show up for three booked slots in a month will have their membership temporarily suspended for two weeks. They will not be able to book any ActiveSG facilities while their membership is being suspended.

Qn: What is the duration and rate for each swim slot at the swimming pool?

Ans: The duration for each swim slot is 60 minutes and there is no change to the rate, as per the published rates.

Qn: A 60 minutes slot is not enough for me to swim and change. Why can't ActiveSG increase the timing?

Ans: The 60min slot is to allow for as many people to use the facility to stay active, in a safe manner. We will continue to review our operations and make the necessary adjustments where required. In the meantime, we seek the public's understanding and cooperation as we continue to do our part to keep our community safe.

Qn: Can I walk-in if I have not booked a swim slot?

Ans: All visitors are required to book a swim slot via the ActiveSG app or myactivesg.com prior to visiting the swimming pool. However, if there are available slots at the timebelt that you are at the sport centre, you can still book and enter the facility.

Qn: What is the maximum number of pax allowed per swim slot?

Ans: The maximum number of pax is dependent on the number of facilities in each swimming complex. Each facility inside the swimming complex has a capacity limit of up to 50pax.

Qn: Can I book two consecutive swim slots?

Ans: You will only be allowed to book ONE swim slot (60mins) per day. This is to ensure that all patrons have an equal chance to use the swimming pool facility.

Qn: Can I cancel the swim slot after booking?

Ans: Yes, you will be able to cancel your pool booking up to 2 hours before the start of the timeslot. No refunds will be provided for cancellation made by the user. Cancelled booking will not count towards the no-show quota.

Qn: Can I use the swim pass/schemes that I currently have?

Ans: From 16 July 2020, ActiveSG members with valid pass/schemes will be able to book a swim slot for free. All bookings must be made before the expiry date of their pass/scheme.

The following eligible schemes are:

1. Merdeka Generation scheme
2. MyActiveSwim schemes (Monthly)

In addition to the above schemes, Singaporeans aged 65 years and above will enjoy free entry to our pools. Booking can be made via the ActiveSG app or myactivesg.com.

Qn: My booking slot was cancelled due to lightning. Will I get a refund?

Ans: In the event of a lightning risk and you have at least 30 minutes of the timeslot remaining in your booking, a refund will be provided. The credit will be refunded to your account within 8-10 working days.

Qn: Is it safe for me to swim?

Ans: We test our pool waters 5 times a day, in accordance with NEA's guidelines. There is no evidence to suggest that the virus can be transmitted through swimming pool water. We also prominently display signs for users to observe the proper hygiene practices for the safety and benefit of all swimmers and have included enhanced measures.

Qn: What are some ActiveSG's measures at the swimming pools?

Ans: In order to safeguard the wellbeing of our guests, the following safe management measures will be put in place:

- Regulated access will be implemented at the Swimming Pool.
- Purchase the desired slot on ActiveSG app before visiting the Swimming Pool.
- Registration via SafeEntry and temperature screening is necessary for all patrons before entry. Patrons will be denied entry if they exhibit flu-like symptoms (e.g. cough, fever with temperature at 38-degree Celsius or more) or is currently on Stay Home Notice / Quarantine Order due to COVID-19.
- Demarcated swimming lanes/zones to avoid unnecessary contact – users are encouraged to stay in their lane/zone.

Qn: Can I still use the toilets and changing rooms within the swimming complex?

Ans: Yes, public amenities such as toilets and changing rooms will be opened to the public. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 5 pax¹⁴ at any one time.

Qn: The swimming pool looks empty, why can't I enter?

Ans: We are regulating access to all ActiveSG swimming pools to ensure adequate safe distancing among users. Depending on facility size, there will be a limited number of pax allowed each time.

➤ Coaching at Swimming Pools

Qn: Can I conduct 1-to-1 coaching or group classes in the swimming complex?

Ans: Organised classes can only be conducted on 12pm to 6pm (Monday-Friday) and 9am to 6pm (Sat-Sun). Coaches will need to have a confirmed allocated slot before any coaching is allowed in the ActiveSG pools. An additional coach or instructor is allowed and will not be considered as part of the group size of 5¹⁵. There should be no intermingling between different groups.

Qn: I am a swimming coach. How do I book swim slots for my classes?

Ans: Coaches with valid Usage Permit will be informed when allocation exercise commences. The SportSG Booking office will process your application and allocate slots accordingly. Registration confirmation and receipt will be sent via email.

If there are caregivers within the group that needs to enter the pool, they must be included in one of the 5 pax¹⁶ quota.

¹⁴ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

¹⁵ Group activities are limited to no more than 5 participants, instead of 8 participants. An instructor may coach multiple groups of 5 persons, subject to the venue capacity limit and safe management measures.

¹⁶ Group activities are limited to no more than 5 participants, instead of 8 participants. An instructor may coach multiple groups of 5 persons, subject to the venue capacity limit and safe management measures.

You will be required to assemble your students outside the pool and bring them in as a group. Please show your coaching confirmation email to the staff on duty. All students / caregivers / coaches are required to purchase an entry pass and tap the QR code for entry into the pool.

Qn: What is the duration for each coaching slot at the swimming pool?

Ans: The duration for each allocated slot is 180 minutes. You may coach up to 3 classes within the 180 minutes slot.

Qn: I am a swimming coach. How many students can I teach at one time?

Ans: From 28 December, coaches can teach up to a maximum of 5 students at any one time. The maximum capacity of 5 persons would include parents or caregivers that are required to enter the pool. Coaches will not be considered as part of the group size of 5.

Qn: I am a parent/caregiver, do I need to pay for the entrance fee while waiting for my child inside the swimming pool?

Ans: Yes, you will have to pay an entrance fee to enter the premise. Please inform the coach in advance if you require to enter the pool during the “Organised swim classes” timeslot on 12pm to 6pm (Mon-Friday) and 9am to 6pm (Sat-Sun).

The parent/caregiver must be included in one of the 5 pax¹⁷ quota. Payment for entry into the pool is via ActiveSG e-wallet.

3. ActiveSG Sport Halls

Qn: Can I use the sport halls?

Ans: ActiveSG sport facilities will remain open to the public in Phase Three. Prior booking via the ActiveSG app or myactivesg.com is required. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. Individuals who feel unwell, should not visit our sport halls and are to seek medical attention.

Members of the public may exercise in groups of no more than 5 participants¹⁸. A physical distancing of 2m (i.e. 2 arms-length) between individuals should be observed, with transient contact permissible during play. The person who booked the court must be present and will be counted into the maximum number of pax allowed per court. It is also mandatory for the member who booked the slot to be present during the time of play and be part of the group of players on court. Coloured wrist-tags will be issued to those allowed to enter the sport hall and groups must keep to those of the same colour wrist-tags. There should be no intermingling between different groups. There are also facility/sport specific measures that may supersede general safe management measures.

Qn: What are the operating hours of the sport halls?

Ans: The sport halls will be opened daily from 7am to 10pm. Please refer to myactivesg.com for the list of sports halls that will be closed from 8th-30th May 2021.

Qn: What should I do before visiting the sport halls?

Ans: You are required to book a slot via the ActiveSG app or myactivesg.com before visiting the sport hall. The person who booked the court must be present and will be counted into the maximum pax allowed per court. It is also mandatory for the member who booked the slot to

¹⁷ Group activities are limited to no more than 5 participants, instead of 8 participants. An instructor may coach multiple groups of 5 persons, subject to the venue capacity limit and safe management measures.

¹⁸ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

be present during the time of play and be part of the group of players on court. Coloured wrist-tags will be issued to those allowed to enter the sport hall and groups must keep to those of the same colour wrist-tags. No mixing between groups is allowed.

There will be no refund of booking for players who fail to comply with ActiveSG rules.

Qn: How far ahead in advance can I start booking the slots?

Ans: ActiveSG Verified Members can book ActiveSG facilities up to 15 days in advance; ActiveSG Non-verified Members and Account holders (i.e. non-members) can book ActiveSG facilities up to 14 days in advance.

Qn: Can I choose my preferred slot?

Ans: Yes. Each slot will have 50mins of playable time. All patrons should use the remaining 10mins to clear and clean up for the next group of users.

Qn: Can I walk-in if I have not booked a slot?

Ans: No. All patrons are required to book a slot prior to using the courts.

Qn: Can I book multiple courts in the same hour?

Ans: No, patrons can only book one type of court (i.e. Badminton, Tennis, Table Tennis) in the same hour.

Qn: Can I book two consecutive sessions?

Ans: You are encouraged to book ONE session (50mins) per day. This is to ensure that all patrons have equal chance to use the courts.

Qn: What is the maximum number of pax allowed inside the sports hall?

Ans: The maximum number of pax is dependent on the number of facilities in each sports hall. Each facility inside the sports hall has a capacity limit of up to 50pax.

Qn: Can I release the slot after booking?

Ans: All booked slots cannot be released and are non-refundable.

Qn: How many people are allowed on court at any one time?

Ans: There are different capacity limits for different facilities, as follows:

- For Badminton and Tennis: a max of 5 pax and 1 instructor or a coach per court will be admitted into the facility.
- For Table Tennis: a max of 4 pax and 1 instructor or a coach per table will be admitted into the facility.
- For Squash (singles court): A max of 5 pax and 1 instructor or a coach per court will be allowed into the facility.
- For Team Sport (e.g. Futsal, Netball, Volleyball, Basketball, Floorball): Max of 5 pax per group. For these team sports, an additional service provider (such as an instructor or a coach) is permissible and will be **in addition to** the 5 pax allowed into the facility. Depending on facility capacity, multiple groups of 5 can share the court but must maintain 2m distancing between individuals and 3m distancing between groups.

There shall be clear segregation between groups and no cross-mixing or cross-playing between groups. Individuals should not loiter/linger around the sport hall and to leave the facility after they are done with their exercise. ActiveSG staff will be deployed to ensure safe management measures are observed, and we reserve the right to turn away visitors to avoid overcrowding within these facilities.

Qn: Can I still use the toilets and changing rooms within the sport halls?

Ans: Yes. The toilets, changing rooms and shower facilities at the ActiveSG stadiums will remain open to the public. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 5 pax¹⁹ at any one time.

Qn: Can I coach in the sport halls?

Ans: While ActiveSG's booking policy does not allow for coaching, league operations or business activities on our courts, ActiveSG will not enforce this policy on goodwill basis due to the current COVID-19 situation. However, all safe distancing measures will still apply and be enforced.

ActiveSG will continue to review our booking policy on coaching.

4. ActiveSG Gym

Qn: What are the operating hours of the gym?

Ans: From 8 – 30 May 2021, all ActiveSG gyms will be closed temporarily .

Qn: Why are the gyms closed?

Ans: ActiveSG gyms are closed temporarily from 8 to 30 May 2021 as part of efforts to tighten safe management measures to curb the transmission of COVID-19 within the community. The intention is to restrict sport and physical activities that take place in high risk environment as part of our effort to reduce community spread. Strenuous activities that take place in enclosed, confined indoor spaces where participants are likely to be exerting without donning masks should cease.

Qn: I booked a gym slot for next week. How can I cancel it? Will I get refunded?

Ans: Gym slots are only open 3 days in advance. All slots from 8 – 30 May are not available for booking. Members will be able to cancel their gym booking up to 2 hours before the start of the timeslot. No refunds will be provided for cancellations. Cancelled bookings will not count towards the no-show quota.

Qn: When can I start booking for 1 June 2021?

Ans: Sport Singapore will take guidance from the Multi-Ministry Taskforce before we reopen our ActiveSG gyms. More information will be released closer to date.

Qn: Can I still use the toilets and changing rooms within the gym and studios?

Ans: No, the ActiveSG gym and studio is closed. You may use the restrooms at our stadiums or swimming pools.

5. ActiveSG Studio

Qn: What are the operating hours of the studio?

Ans: From 8 – 30 May 2021, all ActiveSG studios will be closed temporarily .

Qn: Why are the studios closed?

Ans: ActiveSG studios are closed temporarily from 8 to 30 May 2021 as part of efforts to tighten safe management measures to curb the transmission of COVID-19 within the community. The intention is to restrict sport and physical activities that take place in high risk environment as part of our effort to reduce community spread. Strenuous activities that take

¹⁹ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

place in enclosed, confined indoor spaces where participants are likely to be exerting without donning masks should cease.