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FAQs
CALIBRATED EASING OF SAFE MANAGEMENT MEASURES FOR SPORT
AND PHYSICAL EXERCISE & ACTIVITY FROM 14 JUNE 2021

A. ON GROUP SIZE FOR SPORT & PHYSICAL ACTIVITIES

Qn: What is the maximum number of people who can exercise in a group?

Ans: From 14 June 2021, sport and physical activities must confine to groups of no more than 5 individuals (including instructor). The physical distancing of 2m between individuals except when the nature of the sport does not permit so and 3m between groups of up to 2 individuals must be maintained while exercising and playing sport.

Qn: What is the maximum number of people a sport facility can accommodate?

Ans: All 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. No facility, regardless of size, shall admit more than 50 persons.

The maximum number of pax for organised classes is 30 pax (multiple groups of 5) or the capacity limit of the venue, whichever is lower, and is inclusive of the instructor.

Qn: Will I be allowed to play sports such as badminton, basketball and table tennis?

Ans: From 14 June, you are allowed to play sports such as badminton, basketball and table tennis in a group of no more than 5 persons.

If you are playing sports indoors, between 14 to 20 June, you will need to be masked-up for the entire duration of play and not to remove it.

From 21 June, with gradual easing of SMMs for sport, you will be able to partake in mask-down, high intensity activities in both indoor and outdoor settings.

B. ON CHILDREN & YOUTH-CENTRIC CLASSES / PROGRAMMES

Qn: I run sport classes for youths and children under 18 years old. Can I resume these classes?

Ans: Classes for this age group can resume as follows:

- From 14 to 20 June 2021, only **outdoor** sport / physical activity programmes may be conducted for up to 1 group of 5 participants in total. If the activity is strenuous, masks can be taken off, but will have to be put on immediately after the end of the activity.
- From 21 June 2021, multiple groups of 5 up to 30 participants or the capacity limit of the venue, whichever is lower, will be allowed. This applies to both indoor and outdoor activities.

Qn: Are 1-on-1 classes / coaching for children & youths who are 18 years old & under in indoor settings allowed?

Ans: From 19 May to 20 June 2021, **indoor** classes / programmes regardless of size are not allowed to take place. Instructors are urged to suspend classes or move them online.

From 21 June 2021, **indoor** classes / programmes can resume in multiple groups of 5 up to 30 participants or the capacity limit of the venue, whichever is lower.

Qn: I run a yoga class for children below 7 years old. Do my young participants need to don masks?

Ans: Children under 6 years old are not required by law to wear mask, but it would be good practice for them to do so where possible. However, do note that from 16 May to 20 June 2021, all indoor classes / programmes regardless of class size, are to be suspended or moved online. These indoor classes can only resume in multiple groups of 5 up to 30 participants or the capacity limit of the venue, whichever is lower, from 21 June 2021.

C. ON LOW INTENSITY SPORT & PHYSICAL ACTIVITIES IN INDOOR SPORT & RECREATIONAL FACILITIES

Qn: What sport and physical activities are allowed indoors?

Ans: Between 8 May to 20 June, only low intensity sport and physical activities with masks on at all times are allowed in indoor sport & recreation facilities. The activity has to cease immediately, if any participant removes his or her mask.

From 21 June 2021 onwards, high intensity, mask-down activities can resume in indoor settings. Common equipment may also be provided for use by participants¹. Gyms, studios, climbing walls and other indoor facilities may resume normal operations subject to prevailing SMMs in [Sport Singapore's guidance on 11 June 2021](#).

In addition, all indoor premises should refer to the latest guidance on improving ventilation and indoor air quality in buildings amid the COVID-19 situation, available at: <https://go.gov.sg/bca-circular-improving-ventilation-iaq>

Qn: What are some examples of low intensity sport/physical activities?

Ans: These are activities that can be done with mask on at all times such as Yoga, Pilates, stretching exercises, Tai Chi, etc. There may have to be some modification to how it is done, e.g. without the use of equipment, during this period of time.

Qn: I run a gym. When can I resume operations?

Ans: Between 8 May to 20 June, indoor facilities such as gyms can continue to operate as long as they offer low intensity, mask-up activities and do not provide common equipment to participants.

From 21 June 2021 onwards, high intensity, mask-down activities can resume in indoor settings. Common equipment may also be provided for use by participants.² Gyms, studios, climbing walls and other indoor facilities may resume normal operations subject to prevailing SMMs in [Sport Singapore's guidance on 11 June 2021](#).

In addition, all indoor premises should refer to the latest guidance on improving ventilation and indoor air quality in buildings amid the COVID-19 situation, available at: <https://go.gov.sg/bca-circular-improving-ventilation-iaq>

¹ A physical distancing of 3 metres between individuals should be observed for indoors high intensity or high movement exercise classes unless the nature of activity requires the distance to be shortened. The restriction against common equipment indoors imposed since 8 May 2021 will be rescinded from 21 June 2021.

² A physical distancing of 3 metres between individuals should be observed for indoors high intensity or high movement exercise classes unless the nature of activity requires the distance to be shortened. The restriction against common equipment indoors imposed since 8 May 2021 will be rescinded from 21 June 2021.

Qn: I run a private sport academy (e.g. gymnastics, martial arts, combat sports) in an indoor setting similar to a studio. When can I reopen?

Ans: Between 8 May to 20 June, if the activities being offered³ are modified as per the guidance below and you have factored in the reduced group size and facility capacity, as well as enhanced measures as per [Annex in the updated Sport Singapore guidance](#), you can still operate. These apply to activities such as TKD, MMA, Muay Thai, BJJ, Fencing, Judo, Boxing and other similar activities.

The private sport academies that continue to open must:

- Modify their activities to minimise contact as much as possible. Keep total grappling time to no more than 15 minutes in total per session.
- Ensure that their participants and instructors are masked on at all times, refraining from conducting activities that are strenuous to the point that they feel the need to remove their masks.
- Not provide common equipment such as punching pads, bags, dummies, use of boxing ring, etc, where fomite transmission risk is high.
- Not offer weight, strength or resistance training or cardio training of any form, and/or provide equipment for such training, such that they become strenuous activities.
- Keep to cohorting to limit the extent of any contact tracing.

From 21 June 2021 onwards, high intensity, mask-down activities can resume in indoor settings. Common equipment may also be provided for use by participants⁴. Gyms, studios, climbing walls and other indoor facilities may resume normal operations subject to prevailing SMMs in [Sport Singapore's guidance on 11 June 2021](#).

In addition, all indoor premises should refer to the latest guidance on improving ventilation and indoor air quality in buildings amid the COVID-19 situation, available at: <https://go.gov.sg/bca-circular-improving-ventilation-iaq>

Qn: Are sports such as table tennis, basketball, badminton and volleyball be allowed indoors?

Ans: Between 8 May to 20 June, all indoor activities have to be changed to low intensity with masks on in a group of no more than 2 persons (till 13 June) / no more than 5 persons (from 14 June). While practice drills may still be possible, competitive sports will typically be high intensity and if allowed to proceed would put participants at risk of flouting the law. Therefore, we advise venue operators to ensure that competitive sports do not take place and masks are worn at all times.

From 21 June 2021, high intensity, mask-down activities can resume in indoor settings. Common equipment may also be provided for use by participants.⁵

³ From 19 May to 13 Jun 2021, all indoor classes / programmes, regardless of class size, and outdoor group classes / programmes catering to 18 years old (born in 2003) & below are to be suspended or moved online.

⁴ A physical distancing of 3 metres between individuals should be observed for indoors high intensity or high movement exercise classes unless the nature of activity requires the distance to be shortened. The restriction against common equipment indoors imposed since 8 May 2021 will be rescinded from 21 June 2021.

⁵ A physical distancing of 3 metres between individuals should be observed for indoors high intensity or high movement exercise classes unless the nature of activity requires the distance to be shortened. The restriction against common equipment indoors imposed since 8 May 2021 will be rescinded from 21 June 2021.

Qn: I am moving my classes at the outdoor area near to my indoor facility. Can my participants enter to use the toilet/shower facilities in my gym/exercise studios after they are done with the physical activity?

Ans: Yes they may use the toilet/shower facilities subject to prevailing safe management measures such as facility capacity and safe distancing. You have to ensure that they do not linger in the premises / use any of the equipment within. If you are not able to ensure participants' compliance to the necessary safe management measures, you are advised to close off the toilet/shower facilities.

Do seek the approval of the venue owner of the outdoor location that you will be using, before you move your classes outdoors.

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. 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: I am an indoor facility owner. Can I rent out my facility space for physical activities/sport use?

Ans: You may rent out your facility spaces for low intensity exercises/sport where participants are masked on at all times and are in compliance to the stricter safe management measures found in [Annex in the updated Sport Singapore guidance](#). From 21 June, there is an easing in SMMs so high intensity, mask-down activities can resume in indoor settings. Common equipment may also be provided for use by participants.

In addition, all indoor premises should refer to the latest guidance on improving ventilation and indoor air quality in buildings amid the COVID-19 situation, available at: <https://go.gov.sg/bca-circular-improving-ventilation-iaq>

D. ON SPORT EVENTS

Qn: What sport events are currently permitted?

Ans: As part of the gradual resumption of sport and physical activity & exercise, sport events will resume as follows:

- Live Spectator Sport Events may resume from 14 June 2021, with up to 50 spectators without the need for attendees to undergo pre-event testing. Should the organiser implement pre-event testing⁶, the number of spectators can be increased to 250, in zones of up to 50 persons.
- Mass Participation Sport Events such as mass runs, open-water swims, cycling and triathlon events) may proceed from 21 June 2021. Such events can proceed with up to 50 participants without the need for pre-event testing. With pre-event testing, up to 250 participants (in waves of up to 50 persons) are allowed per session, with different sessions adequately separated by time⁷ to avoid the congregation of participants at the venue.

⁶ Please refer to <https://go.gov.sg/pet> for MOH's latest requirements and guidelines on pre-event testing.

⁷ Organisers may propose the number of sessions and time interval between sessions to ensure safe participation, which may vary depending on context.

At this juncture, mass participation sport events will not be allowed to accommodate more than 250 participants per session, and will not be allowed to have invited spectators. Organisers are to put in place measures to prevent the spontaneous gathering of onlookers for such events.

- Sport Competitions & Tournaments (without spectators)⁸ refer to competitions involving timed races or head-to-head matches where there could be multiple heats or qualifying rounds (“sessions”). Such events may resume from 21 June 2021, but must not exceed 50 persons in each facility, with different sessions adequately separated within a day or across multiple days, to avoid congregation.

Each match is capped at 5 persons (which includes the referees if they need to be in the field of play). If there are multiple matches, close contact must not exceed 50 persons a day for each participant. For example, if a team plays multiple matches a day, each team member shall not play more than 49 others (including teammates) in a day.

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

Ans: Events that were previously endorsed by Sport Singapore will need to have their SMMs updated and organisers are to resubmit their plans using the prescribed form for endorsement by Sport Singapore.

Organisers will have to submit an application to Sport Singapore using the prescribed form and emailing it to SPORT_Covid@sport.gov.sg at least 30 days prior to the start of the event to give time for evaluation and discussion. Organisers are advised not to carry out related marketing/publicity efforts before receiving endorsement from Sport Singapore, as the event may require modifications before it may proceed.⁹

Sport Singapore’s endorsement is only for the sport event SMMs. Organisers will need to seek further approval from facility owner / relevant agencies before their event can proceed.

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 Sport Singapore as soon as possible to discuss these plans, and to obtain approval for the event, before they can proceed.

E. ON LARGE GROUP OUTDOOR CLASSES

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

Ans: Approved large outdoor classes at public spaces¹⁰ such as parks and HDB common areas, can continue.

⁸ Sport tournaments and competitions with spectators will be treated as Live Spectator Sport Events.

⁹ Organisers will be responsible for the costs of the event (including the additional costs of modifications), and/or compensation to participants arising from event postponement or cancellation.

¹⁰ 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.

From 14 to 20 June:

For organised programmes and classes outdoors, a service provider (such as an instructor or a coach) from a permitted enterprise may guide the group and is included in the group size. Multiple groups of 5 remain allowable up to 30 participants or the capacity limit of the venue, whichever is lower, if the activity is of **low intensity** with masks on at all times. The groups of 5 are not to intermingle and must remain 3 metres apart.

If the activity is of **high intensity** where masks have to be removed, only five persons are allowed (including instructor or coach) and there can be no multiple groups of 5.

From 21 June:

For **high intensity** where masks have to be removed, five persons are allowed (including instructor). There can also be multiple groups of 5 allowed, up to 30 participants or the capacity limit of the venue, whichever is lower.

F. ON REGULAR FAST & EASY TESTING (FET)

Qn: I am a gym owner. Do my staff need to undergo FET before I can reopen?

Ans: FET is currently not a condition for the gradual re-opening. Your facility and programmes can resume from 21 June. Details for the FET are being firmed up and more information will be released in due course.

Qn: I am a fitness instructor. Do I need to undergo FET and how do I go about it?

Ans: Instructors and staff who come into contact with unmasked users in the course of their work will be progressively scheduled to undergo regular FET as part of the enhanced national measures for workers involved in higher-risk mask-off activities. More details will be released in due course.

Do note that FET is currently not a condition for the gradual re-opening. Facilities and programmes are allowed to re-open while details are being firmed up.

Qn: I am a yoga studio owner. My staff will need to undergo FET. Who will bear the cost for this requirement?

Ans: Sport Singapore and MCCY are working with the MOH on the details and will share more information in due course.

G. 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 are closed from 16 May – 20 June 2021.

ActiveSG outdoor facilities such as stadiums, tennis courts and pools, as well as tenants of permitted services, will remain open from 16 May to 20 June 2021. Members of public are advised to check with the respective tenants before heading down. ActiveSG indoor facilities such as indoor courts, gyms and studios will re-open in stages from 21 June 2021 onwards.

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

Ans: Yes, individuals who display flu like symptoms (e.g. cough, fever above 38 degree Celsius), or those who have recently arrived from overseas and are on Stay Home Notice, those on Quarantine Order / Stay Home Notice, are not allowed within our premises.

Qn: Which programmes under ActiveSG are affected?

Ans:

• Children & Youths Programmes & Activities

In line with the Ministry of Education (MOE)'s announcements to reduce intermingling of students from different schools and enhance the safety of students, **all indoor** classes / programmes, regardless of class size, classes / programmes catering to children and youths who are 18 years (born 2003) and below, will be suspended from 19 May to 20 June 2021.

In view of this, training for ActiveSG Academies & Clubs will continue virtually till 20 June.

• General Programmes & Activities

All high-intensity (mask down) activities held indoors, will be suspended till 20 June 2021. Outdoor mask-up activities (low intensity) are allowed in groups of 5 (including instructor), up to 30 pax. For outdoors mask-down activities (high intensity), only 1 group of 5 pax (including instructor) is allowed. From 21st June 2021 onwards, indoor and outdoor mask-up (low intensity) / mask-down (high intensity) activities will be allowed in groups of 5 (including instructor), up to 30 pax.

ActiveSG will provide participants with updates on the resumption of its programmes / activities in due course.

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 from 14 June till further notice:

- Implementing temperature taking and recording of visitor details via SafeEntry at our facilities.
- Keeping the operating capacity to no more than 10 Sqm per person¹¹ or the venue capacity limit. 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.
- Organised programmes and classes will be capped at 30 participants, in groups of 5 pax (including instructor), or the capacity limit of the venue, whichever is lower. 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 of a maximum of 5 pax will be followed strictly at all times.
- No provision of common equipment such as exercise mats to minimise fomite transmission. From 21 June 2021, sharing of common equipment will be allowed.

¹¹ 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. No facility, regardless of size, shall admit more than 50 persons.

- Ensuring that participants, including the instructor, do not talk loudly, sing, or shout while engaging in physical activities to minimise risk of transmission via droplets. Instructor may raise their volume when communicating instructions or in the event of a potential danger.
- 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 operate daily from 7.00am to 9.30pm and 7.00am to 10.00pm for organised programmes held at the Stadium gallery.

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, Jurong East 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 2 metres between individuals and 3 metres between groups must be maintained at all times. No mixing of groups is allowed.

Qn: Is anyone allowed in the Stadium?

Ans: ActiveSG Stadiums remain open to the public till further notice. 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 participants¹² or in organised groups of 5 participants (including the 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 2 metres 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 3 metres 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 2 metres between individuals and 3 metres 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?

¹² Group activities are now limited to no more than 5 participants, instead of 2. A registered instructor may coach multiple groups of 5 persons (including instructor), up to 30 pax. Total capacity is subjected to the outdoor venue capacity limit and safe management measures.

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 from 14 June till further notice. They should also maintain at least 3 metres 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 and are on Stay Home Notice, those on Quarantine Order / 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.

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 outdoor classes at the Stadium with a class capacity capped at 5 pax per group (including instructor) of up to 30¹³ persons.

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. As booking slots are limited, ActiveSG encourage hirers to adhere to their allocated time slot to allow others to enjoy the facilities. There will be a \$45 deposit required, which will be refunded back to the hirer's Active Wallet upon commencement of the programme. No-show (without a valid reason) by the hirer will result in the forfeiture of the deposit.

General group exercises not conducted by registered instructors will be capped at the permitted group size of 5¹⁴ (including instructor). Instructors must ensure a 3m distance is kept between groups at all times so that there is no intermingling between groups or coach/instructor.

From 14 June – 20 June 2021:

Above 18 years old

- Mask-up activities (low intensity) are allowed in groups of 5 (including instructor), up to 30 pax.
- For mask-down activities (high intensity), only 1 group of 5 pax (including instructor) is allowed.

Below 18 years old

- For mask-up and mask-down activities, only 1 group of 5 pax (including instructor) is allowed.

From 21 June 2021 till further notice:

¹³ From 14 June 2021, total class size remains capped at 30 persons. The registered instructor will be considered part of the 30 pax and total capacity is subject to the venue capacity limit.

¹⁴ The maximum group size will increase from 2 persons to 5 persons from 14 June 2021 till further notice.

For all age groups

- Mask-down activities (high intensity) are allowed in groups of 5 (including instructor), up to 30 pax.

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 be limited to a maximum capacity of up to 5 pax¹⁵ at any one time.

Users are to keep their masks on whilst in changing rooms, and if they are taking a shower, to put on their mask promptly when done. Users are also not to mingle with others and to leave as soon as they are done using the facility.

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 continue to remain open to the public from 14 June 2021 till further notice. 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-centric¹⁶ 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 participants¹⁷. 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 be part of the group size of 5.

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?

¹⁵ The maximum group size for toilets will be capped at 5 pax, or 10 Sqm per pax from 14 June 2021 till further notice.

¹⁶ Refers to those who are 60 years and above

¹⁷ Group activities are now limited to no more than 5 participants, instead of 2 participants. An instructor may coach up to a maximum of 4 pax per swim lane, subject to the venue capacity limit and safe management measures.

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.

Table 1 - As of 14 June, the specific swimming timings are as follows:

Revised Time Slots from 14 June till further notice		
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 – 1pm*	Lap swim for General Public**	
1pm – 2pm*		
2pm – 3pm*		
3pm – 6pm	Organised swim classes	
6:15pm – 7:15pm	Lap swim for General Public	Lap swim for General Public
7:30pm – 8:30pm		
8:45pm – 9:45pm		

**A small number of organised swim classes will run concurrently
*Subject to the resumption of MOE SwimSafer Programme

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.

➤ 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 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: 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 be limited to a maximum capacity of up to 5 pax¹⁸ at any one time.

Users are to keep their masks on whilst in changing rooms, and if they are taking a shower, to put on their mask promptly when done. Users are also not to mingle with others and to leave as soon as they are done using the facility.

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. From 14 June onwards, the group size will be increased from 2 to 5. The coach or instructor is considered as part of the group size of 5¹⁹. There should be no intermingling between different groups. Coaches will have to wear masks at all times when they are not in the pool.

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 pax²⁰ quota.

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.

¹⁸ The maximum group size for toilets will be capped at 5 pax, or 10 Sqm per pax from 14 June 2021 till further notice.

¹⁹ Group activities are now limited to no more than 5 participants, instead of 2 participants. An instructor may coach a maximum of up to 4 persons per swim lane, subject to the venue capacity limit and safe management measures.

²⁰ Group activities are now limited to no more than 5 participants, instead of 2 participants. An instructor may coach multiple groups of up to 5 pax (including instructor), subject to the venue capacity limit and safe management measures.

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 an unlimited number of classes within the 180 minutes slot.

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

Ans: From 8 May, there is no restriction on the number of sessions to be held consecutively within the allocated slot. However, from 14 June 2021 onwards, the coach must ensure that there is a maximum of 5 pax per group (including the instructor) in the swimming complex at any time. The previous class of students must exit the swimming complex before the next class of students can enter the swimming complex. This is to ensure that the capacity at the swimming complex is kept within the permissible limit at any one time. The classes must be conducted in adherence to the Safe Management Measures.

3. ActiveSG Sport Halls And Courts

Qn: Can I use the sport halls and courts?

Ans: All indoor sports halls will remain open for registered coaches to conduct low-intensity classes while outdoor ActiveSG sport facilities will remain open to the public from 14 June 2021 till further notice.

From 21 June 2021 (till further notice), indoor sports halls and courts will be open for public booking. Mask-down activities (high intensity) are allowed in groups of 5 (including instructor), up to 30 pax.

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 participants²¹. 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 and courts?

Ans: The indoor sport halls and outdoor facilities will be opened daily from 7am to 10pm.

Qn: What should I do before visiting ActiveSG outdoor facilities (i.e. tennis court, outdoor netball courts)?

Ans: You are required to book a slot via the ActiveSG app or myactivesg.com before visiting the sport hall or outdoor court. 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 be present during the time of play and be part of the group of players on

²¹ The maximum group size will increase from 2 to 5 persons from 14 June 2021 till further notice.

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 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 facility?

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 30pax.

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 courts that will remain open at any one time?

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

Open from 14 June 2021:

- Tennis: Max of 5 pax per group (including instructor) for each court.
- For Team Sport (outdoor): Max of 5 pax per group (including instructor). Depending on facility capacity, multiple groups of 5 pax can share the court but must maintain 2m distancing between individuals and 3m distancing between groups.

Open from 21 June 2021 (in addition to Tennis and Team Sports):

- Squash: Max of 5 pax per group (including instructor).
- Table tennis: Max of 5 pax per group (including instructor).
- Badminton: Max of 5 pax per group (including instructor) for each court.

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 be limited to a maximum capacity of up to 5 pax²² at any one time.

Users are to keep their masks on whilst in changing rooms, and if they are taking a shower, to put on their mask promptly when done. Users are also not to mingle with others and to leave as soon as they are done using the facility.

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 May – 20 June 2021, all ActiveSG gyms will be closed temporarily. From 21 June 2021 (till further notice), all gyms will resume operation (Monday-Sunday) from 7.00am-10.30pm (except the gyms at Toa Payoh West CC, Ang Mo Kio CC, Bukit Batok Swimming Complex and Enabling Village which will operate from 7.00am to 10.00pm).

Qn: Why are the gyms closed?

Ans: ActiveSG gyms are closed temporarily from 8 May - 20 June 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: When can I start booking for 21 June 2021?

Ans: ActiveSG Verified Members and ActiveSG Non-verified Members and Account holders (i.e. non-members) can book ActiveSG facilities up to 3 days in advance.

5. ActiveSG Studio

Qn: Will the studios remain open?

Ans: From 16 May - 20 June 2021, studios, including those operated by commercial enterprises, are to close during the stipulated period, unless they offer only low intensity physical activities, sport and exercises where all participants and instructors are wearing masks at all times. Participants, instructors and staff also have to adhere to the set of safe management measures (SMMs) per Annex in the [Sport Singapore’s guidance on 11 June 2021](#).

Please refer to the list of affected Sport Singapore’s indoor facilities and programmes during this period at <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure>

²² The maximum group size for toilets will be capped at 5 pax, or 10 Sqm per pax from 14 June 2021 till further notice.

From 21 June 2021 till further notice:

For all age groups

- Mask-down activities (high intensity) are allowed in groups of 5 (including instructor), up to 30 pax.
- Common / shared equipment will be allowed.

Participants, instructors and staff also have to adhere to the set of safe management measures (SMMs) per Annex in the [Sport Singapore's guidance on 11 June 2021](#).