

# ACTIVE PARENTS

## Frequently Asked Questions (FAQs) (as of Feb 2021)

### **PROGRAMME-RELATED MATTERS**

#### **1. What is the Active Parents School Holiday Programme about?**

This is a signature initiative for parents to engage fully in fun sporting activities with their children, delivered in collaboration with ActiveSG Academies & Clubs. The sport programmes are designed for the parent-child pair to have fun and bond through interactive sporting experiences, and to offer parents ideas and tips to continue to play with their child through sport beyond the session.

Parents' enthusiasm and encouragement will motivate the children to learn and improve on their fundamentals of the sport. Thus, we encourage parents to participate actively in the activities and enjoy the fun together!

#### **2. Do my child and I need to be able to play the sport to join in the session?**

The programme is designed to be beginner-level friendly, and no prior playing experience is required for both parent and child participating. The programme design and activities cater to the age group as indicated in the programme description for the respective sport.

Only canoeing, and tennis (intermediate) will have pre-requisite requirements. Please refer to the programme description in details before registration.

#### **3. Can I bring more than one child to a Parent-and-Child session?**

The programme is designed to provide quality bonding time for one-on-one interaction and play between each pair, in order to maximise the engagement and enjoyment. Each programme registration allows participation by one (1) parent and one (1) child only. If you are coming with your spouse and another child, you can sign up for the same slot and participate together.

#### **4. What do we need to wear/bring for the session?**

Equipment required for the conduct of the sport programme will be provided for. Participants are to be dressed in sporting attire and bring along a water bottle to keep hydrated during breaks.

## 5. What if the session is met with an unforeseen situation of inclement weather?

The programme will take place indoors or under shelter, with modified sport activities. Participants should still report to the programme venue as per normal. There will not be a postponement/refund in this instance.

## REGISTRATION AND PAYMENT MATTERS

## 6. How do I register for the programme?

You may register using your child's ActiveSG account via the following methods,

- ActiveSG mobile app/website
- Guest Services Office at all ActiveSG Sport Centres

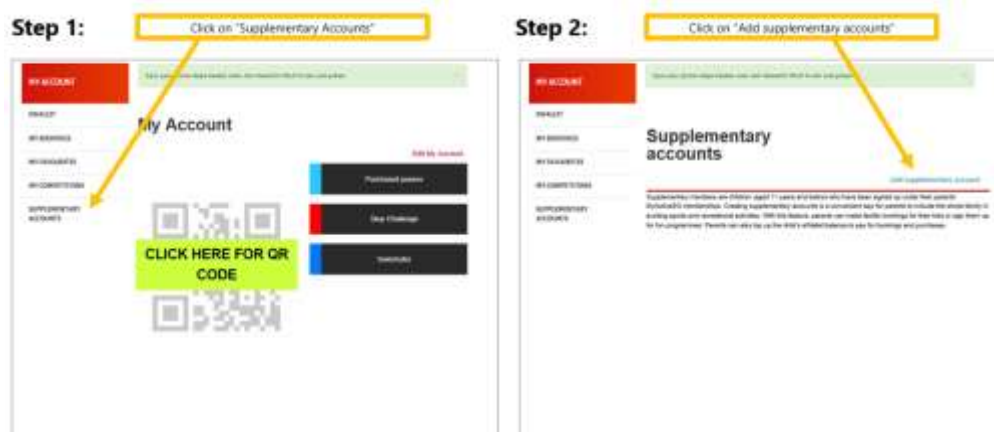
Please note that programme must be registered using the ActiveSG account of actual attendee (child). Registration is non-transferrable because by signing up for the programme, the participant agrees to the Warranties and Indemnities.

Parents are to also ensure the personal particulars (e.g., email address and mobile number) of your child's ActiveSG account are up to date. This will allow the Active Parents' team to contact you to inform of any pre-programme details or updates (if any).

## 7. If my child currently does not have an ActiveSG account, how do I register?

For children below 12 years old, you will be required to create an ActiveSG supplementary account for them, tagged to the accounts of their parents/guardians via the following methods,

- Creation of Supplementary Account via [ActiveSG website](#)



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## ii. Creation of Supplementary Account via ActiveSG mobile app



Any matters relating to creation on ActiveSG account, head over to <http://www.myActiveSG.com/About-ActiveSG/Membership-FAQs>

### 8. Why does the system show that the registration is invalid/not eligible?

Please ensure that you are using your child's ActiveSG supplementary account to register for the programme, and he/she is of the appropriate age for the programme as indicated in the programme details.

### 9. Can I use ActiveSG credits to pay for the programme?

You may use the ActiveSG dollars to offset up to 30% of the programme fee. The balance needs to be paid via cash/credit card.

### 10. If I wish to withdraw from the programme before it starts, can I get a refund?

There will be no refund for any programme withdrawal or cancellation.

If you have further questions, feel free to contact us at [activeparents@sport.gov.sg](mailto:activeparents@sport.gov.sg)