

Updated: 9 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, all gyms and fitness studios who engage with high-risk physical activities, sport and exercise environments that are indoors¹, where participants are in close contact, exerting and are not reasonably expected to be wearing masks, will not be allowed to operate to curb further community transmissions.

Indoor public and private gyms and fitness/exercise/dance studios, including those operated by commercial enterprises, country clubs, golf clubs, private apartments, condominiums and charities, are to close during the stipulated period, unless they only offer low intensity physical activities, sport and exercises where all participants and instructors are wearing masks at all times, and where there is no sharing of any common equipment.

Participants, instructors and staff also have to adhere to a more stringent set of safe management measures (SMMs) per [Annex in the updated Sport Singapore guidance](#). No such facility² will be allowed to offer weight, strength or resistance training of any form, and/or provide equipment for such training, as these are associated with strenuous activities.

Other indoor facilities similar to gym and studio settings that remain in operation are to modify their activities to be in line with the more stringent SMM.

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 private sport academy (e.g. gymnastics, martial arts, combat sports) in an indoor setting similar to a studio. Do I need to close?

Ans: No, you don't have to close but the activities being offered will have to be modified as per the guidance below. You will also need to factor in the reduced group size and facility capacity, as well as enhanced measures as per [Annex in the updated Sport Singapore guidance](#). These apply to activities such as TKD, MMA, Muay Thai, BJJ, Fencing, Judo, Boxing and other similar activities.

The private sport academies which continue to open must:

- Modify your activities to minimise contact as much as possible.
- Ensure that your 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.

¹ Defined as premises which are fully enclosed on all sides.

² Premises identified as high-risk physical activities, sport and exercise environments include indoor fitness training facilities, indoor gyms, as well as fitness, dance, barre and spin studios. Such indoor premises (and including any other type of indoor premises such as hotel, club or condominium function rooms) must not be allowed to be used, or hired out to others for use for any high intensity sport and physical activities where participants are in close contact, exerting and not wearing masks during the stipulated period.

- 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.

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

Ans: The gym should be closed while the others may open if you are able to offer low intensity physical activities, sport and exercises where all participants and instructors are wearing masks at all times and your participants, instructors and staff adhere to a more stringent set of safe management measures (SMMs) as per the guidance above and in the [Annex](#). None of your facilities are allowed to offer weight, strength or resistance training of any form, and/or provide equipment for such training, as these are associated with strenuous activities.

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

Ans: If you are able to offer low intensity physical activities, sport and exercises where all participants and instructors are wearing masks at all times and your participants, instructors and staff adhere to a more stringent set of safe management measures (SMMs) as per [Annex in the updated Sport Singapore guidance](#), you may remain open.

Sharing of common equipment should be avoided so your participants should not share sport and exercise equipment, such as exercise mats where fomite transmission risk is high. No premises that remain open is to provide such equipment for use. In addition, your facility must not offer weight, strength or resistance training of any form, and/or provide equipment for such training, as these are associated with strenuous activities.

If you intend to pivot to provide rehabilitative therapy and require equipment such as the reformer to be used, you may do so subject to the following conditions:

- The business has to choose to pivot in total for this period and cease providing group classes. All treatment will be 1-on-1 only and by appointment. There can be multiple therapists each with one patient client without intermingling.
- The business has to maintain a record of case file on the patient/client recording their disability or reasons requiring therapy as proof of the rehabilitation treatment. This should be made available if required by the relevant health authorities.
- The therapist and patient / client should keep their masks on at all times.

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

Ans: Masks are not required by law to be worn by children under 6 years old, but it would be good practice for them to do so where possible.

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: If all your participants, instructors and staff adhere to a more stringent set of safe management measures (SMMs) as per [Annex in the updated Sport Singapore guidance](#), including being mask on at all times and compliance to the reduced group size and density, you may remain open.

Your facility must not offer weight, strength or resistance training of any form, and/or provide equipment for such training, as these are associated with strenuous activities.

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

Ans: If your sport/physical activities are of low intensity and your participants, instructors and staff adhere to a more stringent set of safe management measures (SMMs) as per [Annex in](#)

[the updated Sport Singapore guidance](#), including being mask on at all times, you may remain open.

Your facility must not offer weight, strength or resistance training of any form, and/or provide equipment for such training, as these are associated with strenuous activities.

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

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. 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: I run a gym / fitness/exercise studio and am not able to pivot to offer low intensity sport/physical activities. Can I get approval to do filming at my gym / studio for the purpose of online classes?

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>.

Qn: I am not able to pivot to offer low intensity sport/physical activities. 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 as I am not able to offer low intensity sport/physical activities within the stricter safe management measures. Are there grants to assist me?

Ans: MCCY and Sport Singapore will be enhancing measures under the Sports Resilience Package to support industry operators affected by the announced closure of indoor gymnasiums and fitness studios. These will build upon existing measures that our sports industry stakeholders can already tap on today. More details will be announced by SportSG in due course.

Qn: Why can high intensity classes such as martial arts, combat sports, still take place?

Ans: High intensity activities are only allowed in settings that are not similar to indoor gyms/studios (e.g. outdoors or large halls). These classes are commonly held based on cohorting (same class time, same participants, same venue etc) and this generally limits the risk exposure to the same cohort. However, if these classes are held in *settings similar to gym/studios*, they will need to modify their activities as per the guidance below, and factor in the reduced group size and facility capacity, as well as enhanced measures as per [Annex in the updated Sport Singapore guidance](#). These apply to activities such as TKD, MMA, Muay Thai, BJJ, Fencing, Judo, Boxing and other similar activities.

The operators whose classes are held in settings similar to gyms/studios must:

- Modify your activities to minimise contact as much as possible.
- Ensure that your 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.

Qn: I am a 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](#). If in doubt, you can email the Sport Singapore QSM at <https://members.myactivesg.com/feedback>

B. ON SPORT EVENTS

Qn: What sport events are currently permitted?

Ans: Mass participation sport events will not be permitted to take place. Organisers are to work with Sport Singapore 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 Sport Singapore'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 Sport Singapore 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 spaces³ 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.

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.

³ 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.

- Keeping the operating capacity to no more than 10 Sqm per person⁴ 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 persons⁵. 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.
- No provision of common equipment such as exercise mats to minimise fomite transmission.
- 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 be opened daily from 7.00am to 9.30pm.

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.

⁴ 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.

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

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 participants⁶ 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.

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 30⁷ 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 5⁸. The additional coach or instructor will not be considered as part

⁶ 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.

⁷ 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.

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

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 pax⁹ 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-centric¹⁰ 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 participants¹¹. 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.

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.

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		
	Mon – Fri	Sat & Sun

⁹ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

¹⁰ Refers to those who are 60 years and above

¹¹ 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.

Time		
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 pax¹² 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 5¹³. 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 pax¹⁴ 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.

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).

¹² The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

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.

¹⁴ 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.

The parent/caregiver must be included in one of the 5 pax¹⁵ 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 participants¹⁶. 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 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.

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

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 pax¹⁷ 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 .

¹⁷ The maximum group size will decrease from 8 to 5 persons between 8 – 30 May 2021.

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: Will the studios remain open?

Ans: From 8 – 30 May 2021, studios, including those operated by commercial enterprises, are to close during the stipulated period, unless they only offer 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 a more stringent set of safe management measures (SMMs) per Annex in the updated Sport Singapore guidance.

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>. Refunds for affected bookings that fall under these dates will be processed within the next seven working days.