

**FAQs ON UPDATED ADVISORY FOR SPORT AND
PHYSICAL EXERCISE / ACTIVITY [31 Mar 2020]**

A. ACTIVE SG FACILITIES & PROGRAMMES

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

Ans:

In order to safeguard the wellbeing of our guests, we have suspended or cancelled the following till 30 Apr 2020:

- a. All tournaments/competitions, leagues and matches;
 - b. All senior-centric (for 50 years and above) programmes; and
 - c. All children and youth (defined as those in primary and secondary schools, junior colleges, ITEs and polytechnics) programmed activities regardless of class size.
- Kept the operating capacity to no more than one person per 16sqm of usable space for gyms, stadiums, sport halls and swimming pools.
 - Ensure that all gatherings, group activities and classes not exceed 10 persons.
 - Regulated access at our ActiveSG sport centres to ensure adequate physical distancing among users. This applies to our all stadiums, sport halls, gyms, swimming complexes and studios.
 - Physical distancing of at least 1m between participants will be followed strictly at all times.
 - We have also implemented temperature taking and recording of visitor details at our facilities (excluding stadiums).
 - We have increased cleaning and sanitising of our facilities, implemented temperature checks at all our sport facilities, and requested for travel and health declaration from guests before entry to our facilities.

Qn: Is SportSG/ActiveSG closing the sport hall/swimming pool/stadium/gym due to COVID-19?

Ans: SportSG is monitoring the COVID-19 situation closely and we will make the necessary arrangements as it is. As of 29 Mar 2020, no announcements have been made so far.

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: Do all sport need to comply with the new measures implemented at Sport Halls?

Ans: Yes, all group activities must not exceed 10 persons.

Qn: Why are there so few courts available for booking?

Ans: To maximise personal space for all users, only alternate courts will be made available for booking. This is also part of our efforts to regulate the number of users at our facilities.

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 and Quarantine Order, are not allowed within our premises.

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

Ans: We are regulating access to all ActiveSG gyms to ensure adequate personal space among users. You may take a queue number if and when our gym has reached maximum capacity.

Qn: 90 Minutes is too short for me to have my workout and shower. Can I stay longer than that?

Ans: Due to our enhanced measures, we are regulating access to the gym. We recommend users to keep to 90 minutes or less to allow others the opportunity to enter the gym. Users are also reminded to be socially responsible and wipe down equipment after use.

Qn: Why is the number of participants reduced for each studio programme?

Ans: This is in align with MOH's latest advisory on "Tighter Measures To Minimise Further Spread of COVID-19" on 24 Mar 2020. We seek your cooperation in this evolving COVID-19 situation. Refunds will be given to those who are affected during this period.

Cancellations & Refunds

Qn: Will I be refunded for the cancellation of courts/programmes?

Ans: Yes, refunds will be automatically credited back to the patron's eWallet, which can be used to offset payment for future bookings of SportSG facilities/programmes. We seek your patience to allow us some time to process the refund back to your eWallet.

Qn: Why cancel our courts/programmes when members of public are encouraged to remain active?

Ans: In line with MOH's advisory, SportSG have implemented measures to regulate the number of people at our facilities and maximise personal space between everyone. We still encourage members of public to remain active and fit through exercises such as jogging or functional exercises in the open area.

You may also continue to book our sport facilities that are still available. We urge all users to practice social responsibility and stay at home if you feel unwell and seek medical advice promptly. If you have travelled overseas in the last 14 days, we seek your understanding to visit us another time.

Qn: Our programmes/activities are conducted at ActiveSG facilities. Can we seek a refund?

Ans: We will provide refund for cancellation of bookings due to these measures.

Qn: I teach group classes and I made bookings till end of the month. How?

Ans: Refunds will be given to those who made bookings during this period.

Qn: I have already signed up for the programme, but it is now cancelled due to the new measure, do I get a refund?

Ans: Yes, refunds will be automatically credited back to the participant's eWallet, which can be used to offset payment for future bookings of SportSG facilities/programmes. We seek your patience to allow us some time to process the refund back to your eWallet.

Children & Youths

Qn: Who qualifies as children and youths?

Ans: Children refers to newborn right up to preschoolers. SportSG recognises those currently studying in primary and secondary schools, junior colleges, ITEs and polytechnics as being youths. The intent is to limit the mixing of children and youths, beyond the school environment.

Qn: Can children and youths still visit the ActiveSG facilities?

Ans: Yes, children and youths who are well may visit the ActiveSG gyms, swimming pools and book facilities. We remind all children and youth to not come in groups so as to limit the mixing of children and youths beyond the school environment. If they have travelled overseas in the last 14 days, please pay us a visit another time.

Qn: Can I do one-to-one coaching at your sports hall/swimming pool/stadium for children/youth 18 and below?

Ans: No, all coaching involving any child or youth are to be suspended or cancelled until 30 Apr 2020.

Qn: I am a private swim coach and I teach one-to-one classes. My students are older than 19 and above. Can I continue?

Ans: You may continue if your students are no longer in primary, secondary schools, junior colleges, ITEs and polytechnics. All group activities must not exceed 10 persons and please maintain 1m spacing between each other and adhere to facility-specific measures.

Qn: Can children enter the stadium?

Ans: Yes children can enter the stadium. However, all group activities involving children and youth are to be suspended or cancelled until 30 Apr 2020.

Qn: Can I bring my children and his friends to the pool to swim?

Ans: All group activities involving children and youth are to be suspended or cancelled until 30 Apr 2020. There is no prohibition for children and youths to enter the pools as individuals. However, we would strongly discourage them from getting together after school, particularly if they are from different classes as this increases the chance of mixing and the impact in the event one of them is infected.

Qn: Can I teach my son how to swim?

Ans: Yes you may.

Qn: Can children enter the swimming complex?

Ans: Yes children can enter the swimming complex. However, please note that all group activities involving children and youth are to be suspended or cancelled until 30 Apr 2020. This is to limit the mixing of children and youths outside of the school environment so as safeguard their wellbeing.

Qn: I am going swimming with some adult friends but can I bring my child into the swimming complex?

Ans: Yes, you may bring your child into the swimming complex. All group activities must not exceed 10 persons and please maintain 1m spacing between each other.

Qn: Can my child enter the gym?

Ans: The age requirement for entry into our gyms is 12 and above. If your child meets this age requirement, he/she can enter the gym. Please also follow specific-facility measures.

Qn: I have booked a court to play with some adult friends. Can I bring my child into the sports hall?

Ans: Yes, you may bring your child into the sports hall. All group activities must not exceed 10 persons and please maintain 1m spacing between one another. Please also follow specific-facility measures.

Qn: I have booked a court to play with my children. Is this allowed?

Ans: Yes, you may play with your children inside the sport hall. Please adhere to facility-specific measures.

Qn: I have booked a court for my child to play with his friends. Are they allowed into the sports hall?

Ans: All group activities involving children and youth are to be suspended or cancelled until 30 Apr 2020. This is to limit the mixing of children and youths outside of the school environment so as safeguard their wellbeing. We discourage you from creating opportunities for mixing after school during this period.

Seniors

Qn: Who qualifies as seniors?

Ans: Those aged 50 years old and above.

Qn: When will the senior-centric programmes be suspended till?

Ans: We take alignment from MOH advisories and all our senior centric programmes will be suspended till 30 Apr 2020.

Qn: What are the senior-centric programmes that will be affected by this 14-day suspension?

Ans: Affected senior centric programmes include dance programmes (e.g. Zumba Gold), aqua sports (e.g. aqua aerobics) and interest groups such as badminton, pickleball, urban gardening. Our Active Health gyms and labs are also included.

Qn: How will the affected participants be informed?

Ans: Affected seniors will be/have been notified via SMS. They can also check for more information on our myactivesg website. Signages will also be placed at our sport centres. For further enquiries, seniors may approach any of our Guest Officers on duty.

Qn: Are affected participants able to seek a refund for their programmes?

Ans: Senior-centric programmes that are suspended will be refunded. For example, participants in interest groups such as badminton, pickleball may seek a full refund that will be credited into their ActiveSG e-Wallet.

Qn: Seniors are encouraged to remain active, hence why suspend activities?

Ans: All senior-centric activities will be suspended for 14 days in order to reduce the risk of further transmission, given that seniors are more vulnerable. While we temporarily suspend senior centric programmes to prevent the gathering of seniors, we still encourage them to remain active and fit through walking or functional exercises, and to practice physical distancing while doing so.

Qn: I don't want to miss any of my Zumba sessions. Can I still come?

Ans: All ActiveSG programmes, other than senior-centric programmes, will still be conducted as per normal. You may attend existing programmes, but we urge senior participants to stay at home if they feel unwell and seek medical advice promptly.

Qn: Can seniors still visit the ActiveSG facilities?

Ans: Yes, seniors who are well may visit the ActiveSG gyms, swimming pools, sport hall and book facilities. We remind all seniors to stay home if they feel unwell and seek medical advice promptly.

Qn: What happens after the suspension?

Ans: All suspended activities/programmes will resume, and we will take precautionary measures if and where necessary.

B. ADVISORY ON SPORT AND PE/PA: CHILDREN & YOUTH

Qn: Who qualifies as children and youths?

Ans: Children refers to newborn right up to preschoolers. SportSG recognises those currently studying in primary and secondary schools, junior colleges, ITEs and polytechnics as being youths. The intent is to limit the mixing of children and youths, beyond the school environment.

Qn: With this new advisory, is it compulsory for all private academies and clubs to suspend all training sessions for children and youth programmes?

Ans: Yes. All children & youth-centric programmes must be suspended from 26 Mar 2020, 2359hrs till 30 Apr 2020.

Qn: I conduct children swim classes in private pools with a max of 5 per class. Can I still continue?

Ans: No. All children & youth-centric programmes are suspended from 26 Mar 2020, 2359hrs till 30 Apr 2020. Please refer to the Infectious Disease Act.

Qn: My facility can accommodate 16sqm per person. Can our children programme/s continue?

Ans: No. All children & youth-centric programmes are suspended from 26 Mar 2020, 2359hrs till 30 Apr 2020.

Qn: Can I continue to conduct our children studio programmes?

Ans: No. All children & youth-centric programmes are suspended from 26 Mar 2020, 2359hrs till 30 Apr 2020.

Qn: Can I do one-to-one coaching at studio for students 18 years old and below?

Ans: No, all classes involving any child or youth will have to be suspended till 30 Apr 2020. Please refer to the definition of youths for this purpose.

Qn: I am a private studio instructor and I teach one-to-one classes. My students are older than 19 and above. Can I continue?

Ans: You may continue if your students are no longer in primary, secondary schools, junior colleges, ITEs and polytechnics. All group activities must not exceed 10 persons and please maintain 1m spacing between each other.

Qn: My students are in university? Can I continue coaching them?

Ans: Yes, you can as university students are not considered youths for this purpose. All classes involving any child or youth are to be suspended or cancelled until 30 Apr 2020. All group activities must not exceed 10 persons and please maintain 1m spacing between one another.

C. ADVISORY ON SPORT AND PE/PA: GENERIC QUESTIONS ON PROGRAMMES/FACILITIES

Qn: With this new advisory, is it compulsory for all private academies and clubs to suspend all training sessions for adult programmes?

Ans: No, training sessions can continue if the operating capacity (not applicable to studios) is kept to one person per 16sqm of usable space, physical distancing is practised and kept at a maximum of 10 people. Please adhere to the facility-specific measures.

Qn: My facility can accommodate 16sqm per person. Can our adult programme/s continue?

Ans: Yes, adult programmes can continue if the operating capacity is kept to one person per 16sqm of usable space and kept at a maximum of 10 people. Please adhere to the facility-specific measures.

Qn: My gym can accommodate 16sqm per person. Can our patrons continue exercising?

Ans: Yes, as long as the operating capacity be kept to one person per 16sqm of usable space. Please ensure that there should be no clustering or bunching of users in the gym. Users should be reminded to wipe down equipment after use. Gym spaces should be kept well-ventilated. We advise patrons to keep their workout to within 90 minutes. Please adhere to the facility-specific measures.

Qn: Our programme is outdoor however it requires more than 10 people to play, can we still continue?

Ans: No. All programmes must not exceed 10 people. You must also maintain the 1m separation at all times.

Qn: Can I continue to conduct our adult studio programmes?

Ans: Yes. Classes must not exceed 10 people, with at least 1m spacing between them. Please ensure strong access control for proper screening. Studios should be kept well-ventilated. Shared equipment that may be difficult to sanitise between sessions (e.g. gloves) should be removed. Users should be encouraged to bring their own mats if needed.

Qn: Can I move my programmes outdoor?

Ans: Yes, as long as the programmes are kept at a maximum of 10pax and are not children & youth / senior-centric (those aged 50 years old and above) programmes.

Qn: Can I play futsal with my friends?

Ans: No. All tournaments/competitions, leagues and matches are to be suspended until 30 Apr 2020 or cancelled.