

**FAQs ON UPDATED ADVISORY FOR SPORT AND
PHYSICAL EXERCISE / ACTIVITY [27 Mar 2020]**

A. General Questions

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

Ans:

- The following are to be suspended till 30 Apr 2020 or cancelled:
 - a. All tournaments/competitions, leagues and matches;
 - b. All senior-centric (50 years and above) programmes; and
 - c. All children and youth-centric (those in primary and secondary schools, junior colleges, ITEs and polytechnics) group activities regardless of class size.
- Operating capacity must be kept to no more than one person per 16sqm of usable space for gyms, stadiums, sport halls and swimming pools.
- All gatherings, group activities and classes must not exceed 10 persons.
- All ActiveSG sport centres will see regulated access to ensure adequate physical distancing among users. This applies to all stadiums, sport halls, gyms, swimming complexes and studios.
- Physical distancing of at least 1m between participants must be followed strictly at all times.
- ActiveSG has also implemented temperature taking and recording of visitor details.

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: 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 children and youths or adults on Leave-of-Absence (LOA) still visit the ActiveSG facilities?

Ans: No, we seek your understanding to visit our facilities another time. We also urge participants to stay at home if they feel unwell and seek medical advice promptly.

B. Suspension of Children & Youth-Centric Programmes

Qn: Who qualifies as children and youths?

Ans: SportSG recognises those currently studying in primary and secondary schools, junior colleges, ITEs and polytechnics as being children and youth. 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 (those in primary and secondary schools, junior colleges, ITEs and polytechnics) organised programmes must be suspended from 26 Mar 2020, 2359hrs till 30 Apr 2020.

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 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: 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 organised programmes are suspended from 26 Mar 2020, 2359hrs till 30 Apr 2020.

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

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

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.]

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.

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

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

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.

C. Suspension of Senior-Centric Programmes

Qn: When will it be suspended till?

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

Qn: Who qualifies as seniors?

Ans: Those aged 50 years old and above.

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 and book facilities. We remind all seniors to stay home if they feel unwell and seek medical advice promptly.

D. Facility Specific Questions

Sport Halls

Qn: What are the new measures implemented at the Sport Halls?

Ans:

1. Operating capacity must be kept to no more than one person per 16sqm of usable space for sport halls.
2. Temperature screening and visitor registration/travel declaration form is necessary for all patrons before entry. Patrons may be denied entry if any of the following criteria has not been met
 - a. If you had travelled within the last 14 days
 - b. If you have flu-like symptoms (e.g. cough, fever with temperature at 38-degree Celsius or more)
 - c. Currently on Stay Home Notice or on Quarantine Order due to COVID-19
3. To maximise personal space for all users, only alternate courts will be available for activities such as badminton and table tennis. Affected court bookings from 16 March will be cancelled and refunded accordingly. You will be informed via emails/SMS if your booking is affected.
4. There will be no changes to squash and tennis court bookings and usage.

For further enquiries, you may approach any of our Guest Officers on duty.

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.

Swimming Pool

Qn: What are the new measures implemented at the Swimming Pool?

Ans:

1. Operating capacity must be kept to no more than one person per 16sqm of usable space for swimming pools.

2. Temperature screening and visitor registration/travel declaration form is necessary for all patrons before entry. Patrons will be denied entry if any of the following criteria has not been met
 - a. If you had travelled within the last 14 days
 - b. If you have flu-like symptoms (e.g. cough, fever with temperature at 38-degree Celsius or more)
 - c. Currently on Stay Home Notice or on Quarantine Order due to COVID-19
3. Demarcated swimming lanes to avoid unnecessary contact – users are encouraged to stay in their lane.
4. Wading pool / Wave Pool / Lazy River and feature play pools will be closed till further notice.

Qn: I am a private swim coach and I teach one on one classes. My students are younger than 18 years old. Can I continue?

Ans: No, all classes involving any child or youth (those in primary and secondary schools, junior colleges, ITEs and polytechnics) will have to be suspended till 30 Apr 2020.

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.

Gym

Qn: What are the new measures implemented at the Gym?

Ans:

1. Regulated access will be implemented according to the size of the respective facility, which varies with location. Operating capacity must be kept to no more than one person per 16sqm of usable space at the gym.
2. If the gym is at full capacity, queue numbers will be provided.
3. No clustering or bunching of users
4. Users should be reminded to wipe down after using the equipment
5. Demarcation of spaces around equipment to discourage overcrowding
6. Temperature screening and visitor registration/travel declaration form is necessary for all patrons before entry. Patrons will be denied entry if any of the following criteria has not been met
 - a. If you had travelled within the last 14 days
 - b. If you have flu-like symptoms (e.g. cough, fever with temperature at 38-degree Celsius or more)
 - c. Currently on Stay Home Notice or on Quarantine Order due to COVID-19

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.

Studio

Qn: What are the new measures implemented for Studio programmes?

Ans:

1. Classes should have no more than 10 persons, with at least 1m spacing between them at all times.

2. Programmes which used to be conducted at our studios will now be held outdoors. [In the event a programme must take place in the studio, the number of users allowed should have no more than 10 persons, with at least 1m spacing between them]. Please check with your programme instructor for the updated location of your programme.
3. Users are encouraged to bring their own mats/equipment if necessary.

Qn: Why is the number of participants reduced for each 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.

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.

Stadium

Qn: What are the new measures implemented at the Stadiums?

Ans:

1. Operating capacity must be kept to no more than one person per 16sqm of usable space for stadiums.
2. Group activities should have no more than 10 persons, with at least 1m spacing between them.
3. Most of our stadiums will implement single point of entry.

Qn: Why are you still doing temperature screening and visitor registration when this is an outdoor facility?

Ans: The temperature screening and visitor registration are precautionary measures to safeguard everyone's wellbeing at our facilities.