

UPDATED FAQs FOR ADVISORY ON SPORT AND PHYSICAL EXERCISE & ACTIVITIES FOR THE CONTROL PERIOD OF 7 APRIL 2020 TO 4 MAY 2020

A. Sport Singapore Facilities & Programmes

ActiveSG Facilities

Qn: Are all ActiveSG sport facilities closed?

Ans: All ActiveSG sport facilities, except our 15 open-air stadiums, are closed to the public from 7 Apr 2020 until 4 May 2020. The 15 stadiums are:

1. Bedok Stadium	9. MOE (Evans) Stadium
2. Bishan Stadium	10. Queenstown Stadium
3. Bukit Gombak Stadium	11. Serangoon Stadium
4. Choa Chu Kang Stadium	12. Toa Payoh Stadium
5. Clementi Stadium	13. Woodlands Stadium
6. Home of Athletics	14. Yio Chu Kang Stadium
7. Hougang Stadium	15. Yishun Stadium
8. Jurong West Stadium	

Users are to note that coaching, training and group activities are forbidden within ActiveSG Stadiums. Gatherings in groups at these venues must be avoided. Members of the public should practise safe distancing even in open spaces. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities.

Qn: Which facilities within ActiveSG are still open to public?

Ans: Tenants at ActiveSG Sport Centres offering essential services (such as F&B outlets and pharmacies) will remain open to the public, but F&B outlets will only offer take-away services.

All visitors are required to observe a physical distance of 1 metre between persons at all times. They should not loiter at these premises and should leave promptly after they have been served.

Qn: Members of the public are encouraged to remain active, hence why are the ActiveSG sport facilities being closed?

Ans: The decision to close all ActiveSG sport facilities is to protect the health and wellbeing of the public. By minimising the gathering and mixing between individuals from different households, we can further reduce the transmission of COVID-19.

Members of the public can remain active and fit through functional exercises done at home. Some online resources they can refer to are as follows:

<https://www.facebook.com/getactivetv>

<https://www.facebook.com/activehealthsingapore>

<https://www.youtube.com/c/ActiveSG>

<https://m.youtube.com/channel/UCuxLiBJZxsbBx9tpV0KTt7A>

<https://www.youtube.com/user/kelvinchuayh/playlists>

Members of the public who need to exercise should do so on their own, or with members living in the same household, around their immediate neighbourhood in open and non-crowded places. Public parks and open-air stadiums will remain open, but gatherings in groups in these spaces must be avoided. Members of the public should also practise physical distancing even in open spaces.

Qn: Your stadiums are open. Is anyone allowed in the stadium?

Ans: Yes, our 15 open-air stadiums are opened to members of public who need to exercise on their own, or with members living in the same household. Users are to note that coaching, training and group activities are forbidden within ActiveSG Stadiums.

Gatherings in groups (other than with members living in the same household) at these venues must be avoided. 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.

ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities.

1. Bedok Stadium	9. MOE (Evans) Stadium
2. Bishan Stadium	10. Queenstown Stadium
3. Bukit Gombak Stadium	11. Serangoon Stadium
4. Choa Chu Kang Stadium	12. Toa Payoh Stadium
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Qn: Can I still use the toilets within the Stadium?

Ans: No. Although the stadiums will remain open, public amenities such as toilets and changing rooms will be closed to prevent gathering in closed spaces.

Qn: Can I use the lockers at the Stadium to keep my belongings while I exercise?

Ans: No. All lockers will not be available for use during this period.

Qn: Are there temperature-taking or attendance-taking at Stadiums?

Ans: Yes. We have implemented temperature taking and recording of visitor details at our Stadiums. Users who display flu like symptoms (e.g. cough, fever above 38 degree Celsius), came back from overseas within the last 14 days, on Stay Home Notice and Quarantine Order, are not allowed within our premises.

ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors who do not comply to measures set and to avoid overcrowding.

Qn: Can I bring my family to the stadium to exercise together?

Ans: Yes, as long as your family members are living in the same household. The open-air stadiums remain open as a space for the public to continue their sport and exercise as individuals or with members living in the same household. Users are to note that coaching, training and group activities are forbidden within ActiveSG Stadiums.

Gatherings in groups (other than with members living in the same household) at these venues must be avoided. 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.

ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities.

Qn: I don't want to miss any of my programmes. Can I still come to your facility?

Ans: No. All sport programmes are suspended, and sport facilities are closed till 4 May 2020.

Bookings & Refunds

Qn: How will affected participants be informed?

Ans: Affected participants will be/have been notified via SMS. They can also check for more information on our myactivesg website.

Qn: If swimming pools/gyms close, can I get a refund for my monthly swim/gym pass?

Ans: The membership duration will be extended accordingly for your pass. No action is needed on your part.

Qn: If gyms close, can I get a refund for my bi-annual gym pass?

Ans: The membership duration will be extended accordingly for your pass. No action is needed on your part.

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: Will I be refunded for the cancellation of my programmes at The Rink@JCube?

Ans: Requests for refunds can be done via email to info@therink.sg with your booking confirmation voucher, cancellation rationale (e.g. COVID-19) and contact details. For queries, please call 6684 2374.

B. All Sport Facilities

Qn: When will sport facilities be suspended until?

Ans: Based on MOH's 3 Apr 2020 advisory "Circuit Breaker To Minimise Further Spread Of COVID-19", all sports and recreation facilities will be closed from 7 Apr 2020 to 4 May 2020.

Qn: Which sport facilities are closed to general public access?

Ans: Based on MOH's 3 Apr 2020 advisory "Circuit Breaker To Minimise Further Spread Of COVID-19" and SportSG's 5 Apr 2020 "Advisory on Sport and Physical Exercise & Activities for the Control Period of 7 April 2020 to 4 May 2020", all sports, fitness and recreation facilities and spaces are closed during the control period.

This includes but is not limited to gyms, studios, fields, courts, swimming pools, as well as golf courses and driving ranges in public and private/commercial spaces. Facilities and spaces operated by town councils, private apartments and condominiums, country clubs, golf clubs, businesses and national sports associations are also closed during this control period.

Qn: Can I still access the public sport facilities around my estate?

Ans: Except for parks and ActiveSG open-air stadiums, all shared sport facilities such as swimming pools, gyms, courts and exercise corners within public housing estates and condominiums are closed until 4 May 2020.

Qn: Are sport or exercise allowed on water-bodies during this control period?

Ans: No sport and exercise on water-bodies such as basins, rivers, reservoirs, lakes and seas are to be conducted.

Qn: With this new advisory, is it compulsory for all private academies and clubs to close their training centre?

Ans: Yes. All sports and recreation facilities must be closed until 4 May 2020.

Qn: I am a private coach, can I conduct coaching at condominiums/private clubs/private homes?

Ans: No coaching of any group sizes and ages are to be conducted in condominiums/private clubs/private homes. There should be no mixing between households, and this means that private coaches must not be physically present with clients to run individual or group programmes at home or outdoors except through online channels.

Qn: I am a private coach, can I still conduct one-to-one coaching at Parks or Stadiums?

Ans: No. There should be no mixing between households, and this means that private coaches must not be physically present with clients to run individual or group programmes at home or outdoors except through online channels.

Qn: I stay at this condominium. Can I continue using my own facility?

Ans: Based on MOH's 3 Apr 2020 advisory "Circuit Breaker To Minimise Further Spread Of COVID-19" and SportSG's 5 Apr 2020 "Advisory on Sport and Physical Exercise & Activities for the Control Period of 7 April 2020 to 4 May 2020", swimming pools, gyms, studios and exercise corners in condominiums are closed until 4 May 2020.

For those who need to exercise outdoors, they may do so at open-air spaces such as parks or ActiveSG stadiums around their immediate neighbourhood, either individually or with members living in the same household. However, gatherings in groups at these spaces must be avoided and safe distancing measures should be observed at all times.

We also encourage individuals to maintain their exercise regime at home. There are online resources¹ available, which offer access to virtual classes and events, as well as tips and advice on how to stay active at home.

Qn: Can my family members (those who don't stay with me) come to my condominium to use my facility?

Ans: Swimming pools and gyms in condominiums are closed until 4 May 2020. We also encourage interaction between individuals to be kept to members staying within the same household and for all members of the public to stay home as much as possible.

We encourage individuals to maintain their exercise regime at home. There are online resources available, which offer access to virtual classes and events, as well as tips and advice on how to stay active at home.

Qn: Can I move my programmes outdoor?

Ans: No. All organised sports and physical activities shall cease during the control period, regardless of location or group size. This includes competitions and matches, coaching and training programmes, as well as social games. Physical recreation activities at public parks and ActiveSG open-air stadiums, involving only members of the same household may proceed with safe distancing measures being observed at all times. Please return to your homes right after exercising and do not linger around more than necessary.

¹ <https://www.facebook.com/getactivety>
<https://www.facebook.com/activehealthsingapore>
<https://www.youtube.com/c/ActiveSG>
<https://m.youtube.com/channel/UCuxLiBJZxsbBx9tpV0KTt7A>
<https://www.youtube.com/user/kelvinchuayh/playlists>