

Issued: 25 April 2022

FAQs
SAFE MANAGEMENT MEASURES
FOR ACTIVESEG FACILITIES & PROGRAMMES

Note: The SMMs in this document pertain only to ActiveSG Facilities & Programmes and take reference from Sport Singapore’s advisory. For general FAQs on sport SMMs, please refer to <https://www.sportsingapore.gov.sg/COVID19/Safe-Management-Measures>

A. ON ACTIVESEG FACILITIES & PROGRAMMES

Qn: Based on the latest SMMs, what are the changes to ActiveSG facilities and programmes?

Ans: From **26 April 2022**, the following SMMs will apply to ActiveSG facilities and programmes.

a. **Mask Wearing.** Mask wearing will continue to be required for *indoor*¹ settings but will be optional in outdoor settings.

- For **indoor** activities, masks may be taken off when performing strenuous activity or as part of a class requirement but will have to be put on after the completion of such strenuous sporting and physical activity/class.

Examples of ActiveSG indoor facilities are studios, sport halls, air-conditioned gyms.

- For **outdoor** activities, individuals are encouraged to wear their masks for personal protection and to protect others, especially in crowded areas.

Examples of ActiveSG outdoor facilities are open-air stadiums, swimming pools, gyms at our outdoor areas.

b. **Safe Distancing and Prevailing Group Size Limits.**

- Safe distancing will no longer be required between individuals or between groups, regardless of settings i.e. indoor/outdoor, masked/unmasked.
- There will no longer be a group size limit, meaning that individuals will not be required to keep to a group of 10 persons for unmasked activities.

c. **Class Sizes.** Class size limits for all settings will be lifted. They will just be subjected to the prevailing fire safety and capacity requirements of the room/venue.

d. **Vaccination-Differentiated SMMs (VDS)** is no longer required for indoor sports facilities. As such, we will not be implementing checks on vaccination status at our facilities.

¹ **[Updated]** Indoor places refer to areas within buildings or enclosed places, and typically have clearly defined entrances/exits. They include office buildings, shopping malls, public transport (i.e. when commuting in trains and buses), and hawker centres and coffeeshops. Places which are sheltered but which are not enclosed at the sides and allow open access generally will be regarded as outdoor areas. For example, Housing Development Board (HDB) void decks, retail block walkways, bus stops, and naturally ventilated bus interchanges will be regarded as outdoor areas.

- However, sporting events held at our facilities that involve more than 500 participants at any one time will continue to be subjected to VDS. Participants' vaccination status will be checked before they enter the event venue.
- VDS Exemptions. Individuals who have recovered from a COVID-19 infection², medically ineligible for COVID-19 vaccination and unvaccinated children aged 12 and below are exempted from VDS and can participate in VDS activities similar to fully vaccinated individuals.
- In line with the removal of group size, the Team Sport Formats under VDS for up to 30 fully vaccinated individuals at approved sport facilities such as ActiveSG and PA facilities, and SportSG approved private facilities, will be discontinued.

Qn: Which ActiveSG sport facilities are open?

Ans: Most of ActiveSG indoor and outdoor facilities such as indoor courts, gyms, studios, stadiums, tennis courts, pools are open.

Please check against the latest facilities closure schedule at <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> before heading down to our facilities.

B. ON VACCINATION-DIFFERENTIATED SMMS (VDS) AT ACTIVESEG

Qn: Are ActiveSG facilities implementing VDS? How does it affect those who are unvaccinated?

Ans:

- VDS is no longer required for indoor sports facilities. As such, we will not be implementing checks on vaccination status at our facilities.
- However, sporting events held at our facilities that involve more than 500 participants at any one time will continue to be subjected to VDS. Participants' vaccination status will be checked before they enter the event venue.
- VDS Exemptions. Individuals who have recovered from a COVID-19 infection³, medically ineligible for COVID-19 vaccination and unvaccinated children aged 12 and below are exempted from VDS and can participate in VDS activities similar to fully vaccinated individuals.
- In line with the removal of group size, the Team Sport Formats under VDS for up to 30 fully vaccinated individuals at approved sport facilities such as ActiveSG and PA facilities, and SportSG approved private facilities, will be discontinued.

² Persons who have completed their vaccination regime and recovered from COVID-19, as well as persons who are unvaccinated or have incomplete vaccination status, and recovered from COVID-19 within 180 days from the day of the first positive PCR/healthcare-administered ART result, may also be managed similarly to a fully vaccinated individual. From 1 June 2022, these recovered persons will need to receive the booster dose within 9 months of their last primary vaccination dose to maintain their vaccinated status. Individuals may check whether they are considered "fully vaccinated" at <https://go.gov.sg/vax-status-query>

³ Refer to footnote 2

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

Ans: To safeguard the wellbeing of our guests at all ActiveSG Sport Centres, we will encourage the following:

- Safe distancing is encouraged but will no longer be required between individuals and groups in all masked/unmasked settings.
- Encourage instructors and participant not to talk loudly, sing, or shout while engaging in physical activities to minimise risk of transmission via droplets.
- Continued cleaning and sanitising of our equipment and facilities.

C. ON ACTIVESG FACILITY SPECIFIC QUESTIONS

1. ActiveSG Stadium

Qn: Which Stadiums are open to the public?

Ans: Our Stadiums (except for Jalan Besar Stadium and Jurong East Stadium) are open to members of public who need to exercise outdoors.

For the latest facilities closure schedule, please visit <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure>

Mask wearing is optional at our outdoor ActiveSG Stadiums. However, individuals are encouraged to wear their masks for personal protection and to protect others, especially in crowded areas.

Individuals who feel unwell, should not visit our Stadiums and are to seek medical attention.

Qn: What are the operating hours of the Stadiums?

Ans: The Stadiums will operate daily from 4.30am to 9.30pm. You may access to the stadium via the side gate at 430am before the main entrance opens.

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

Ans: Yes, we welcome individuals to exercise outdoors with their family members / friends to stay active.

Qn: Can I still use the toilets and changing rooms within the Stadiums?

Ans: Yes. The toilets, changing rooms and shower facilities at the ActiveSG Stadiums are open to the public.

Users are to keep their masks on whilst in changing rooms, and if they are taking a shower, to put on their mask promptly when done. Users are also not to mingle with others and to leave as soon as they are done using the facility.

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: Which swimming pools are open to public?

Ans: Most of our training pools, competition pools and wading pools are open for public use.

For the latest facilities closure schedule, please visit

<https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure>

We reserve the right to turn away visitors to avoid overcrowding within these facilities.

Individuals who feel unwell, should not visit our swimming pool and are to seek medical attention.

Qn: What are the operating hours of the swimming pool?

Ans: The pools will be opened daily from 8am to 9.30pm except for MOE Evans Swimming Pool. The operating hours for MOE Evans will be weekday from 6pm to 9.30pm, Saturday from 2pm to 9.30pm and Sunday from 8am to 9.30pm.

ActiveSG swimming pools will be open for morning swim starting from 6.30am on alternate days except Sunday. Please refer to the table below for the opening hours and days at the respective pools.

Name of Swimming Pool	Days of Morning Swim Available from 6.30am onwards
Bishan Swimming Complex	Monday, Wednesday & Friday
Heartbeat @ Bedok	
Hougang Swimming Complex	
Jalan Besar Swimming Complex	
Jurong West Swimming Complex	
Jurong Lake Swimming Complex	
Katong Swimming Complex	
Our Tampines Hub	
Serangoon Swimming Complex	
Toa Payoh Swimming Complex	
Woodlands Swimming Complex	
Yio Chu Kang Swimming Complex	
Bukit Batok Swimming Complex	Tuesday, Thursday & Saturday
Ang Mo Kio Swimming Complex	
Clementi Swimming Complex	
Choa Chu Kang Swimming Complex	
Geylang East Swimming Complex	
Jurong East Swimming Complex	
Kallang Basin Swimming Complex	
Queenstown Swimming Complex	
Pasir Ris Swimming Complex	
Senja Cashew Swimming Complex	
Seng kang Swimming Complex	
Yishun Swimming Complex	

Qn: Can I come to swim at any time?

Ans: Starting from 26 April 2022, you will not be required to pre-book a slot for swimming. You may proceed to your preferred swimming complex and scan in with your NRIC or My QR on your ActiveSG app at the turnstile for admission.

The pool admission charges will be deducted from your e-wallet and please ensure that your e-Wallet has sufficient funds before doing so.

For those who had pre-purchase one-time swim pass, you will be able to use the swim pass for entry from 26 April 2022 onwards.

For Singaporeans 65 years old and above, you will be able to enjoy free entry to ActiveSG swimming pools and gyms.

Qn: Will I still be able to use my current swim passes (eg Monthly Pass, Medeka Generation Package)?

Ans: Yes, your monthly passes and Medeka Generation Package are still valid and you can continue to use them until the expiry date.

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.

➤ Coaching at ActiveSG Swimming Pools

Qn: I am a swimming coach. Can I coach in the ActiveSG facilities?

Ans: Yes, you will be able to coach in ActiveSG facilities if you have a valid NROC and a Usage Permit.

Qn: I have been allocated with swim slots for coaching until 30 June 2022, what will the impact be with the new SMM?

Ans: From 26 April 2022, the swimming slot allocations will no longer be valid. You may resume to pre-covid arrangement of coaching at your preferred pool at your preferred timing.

Qn: Do I still need to book a lane for coaching?

Ans: If you are an organisation and would like to book a dedicated lane for your coaching session, you may want to find out more about corporate booking from this link - [Corporate rates - ActiveSG \(myactivesg.com\)](https://www.myactivesg.com/Corporate-Rates). Booking is subject to availability.

Please note that in addition to the booking charges payable by the hiring organisation, individual admission charges to the pool applies.

3. ActiveSG Sport Halls and Courts

Qn: Can I use the sport halls and courts?

Ans: Yes, sport halls and courts are open. Please refer to <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> for latest updates on facility closure.

Qn: What are the operating hours of the sport halls and courts?

Ans: The facilities will be opened daily from 7am to 10pm.

Qn: What should I do before visiting ActiveSG outdoor facilities (i.e. Tennis courts, Outdoor Netball courts)?

Ans: You are required to book a slot via the ActiveSG app or myactivesg.com before visiting the sport hall or outdoor court. The person who booked the court must be present and random checks will be done onsite. 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.

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 60 mins of playable time. Please do cater for time to clear the court 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 in the same hour.

Qn: Can I book two consecutive sessions?

Ans: You are encouraged to book ONE session (60 mins) per day. This is to ensure that all patrons have equal chance to use the courts.

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 ActiveSG courts or fields at any one time?

Ans: There will no longer be a group size limit, meaning that individuals will not be required to keep to a group of 10 persons for sporting activities, but will be subjected to the prevailing fire safety and room/venue capacity requirements.

Qn: I am not vaccinated. Can I enter the sport hall to play badminton or any other sports?

Ans: Yes you can.

You are required to book a slot via the ActiveSG app or myactivesg.com before visiting the DUS sports hall or outdoor fields. The person who booked the court must be present and random checks will be done onsite. 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.

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.

Users are to keep their masks on whilst in the changing rooms, and put on their mask promptly after showering. Users are encouraged not to mingle with others and leave as soon as they are done using the facility.

Qn: Can I coach in the sport halls?

Ans: While ActiveSG's booking policy does not allow 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. ActiveSG will continue to review our booking policy on coaching.

4. ActiveSG Gym

Qn: What are the operating hours of the gym?

Ans: All gyms (except for Bukit Batok Gym and Kallang Basin Gym) will be open from Monday to Sunday from 7am to 10pm.

Bukit Batok Gym and Kallang Basin Gym will operate from 2.30pm to 9.30pm every Wednesday and on pool maintenance days.

Qn: Do I have to book a slot to use the gym?

Ans: Starting from 26 April 2022, you will not be required to pre-book a slot for gym. You may proceed to your preferred gym and scan in with your NRIC or My QR on your ActiveSG app at the turnstile for admission.

The gym admission charges will be deducted from your e-wallet and please ensure that your e-Wallet has sufficient funds before doing so.

For those who had pre-purchase one-time gym pass, you will be able to use the gym pass for entry from 26 April 2022 onwards.

For Singaporeans 65 years old and above, you will be able to enjoy free entry to ActiveSG swimming pools and gyms.

Qn: Will I still be able to use my current gym passes (eg Monthly Pass, Merdeka Generation Package)?

Ans: Yes, your monthly passes and Merdeka Generation Package are still valid, and you can continue to use them until the expiry date.

Qn: Can I exercise with a friend or attend a coaching session?

Ans: From 26 April 2022, there will no longer be a group size limit, meaning that individuals will not be required to keep to a group of 10 persons for sporting activities.

Qn: I am not vaccinated. Can I use the gym?

Ans: Yes you can.

5. ActiveSG Studio

Qn: Will dance studios remain open?

Ans: Yes, the studios will be open.

From 26 April 2022, there will no longer be a group size limit, meaning that individuals will not be required to keep to a group of 10 persons for sporting activities. Also, safe distancing will no longer be required between individuals or between groups, regardless of settings i.e. indoor/outdoor, masked/unmasked.

6. Dual-Use Scheme Facilities

Qn: What school facilities will be open for public use under the Dual-Use Scheme (DUS)?

Ans: In line with the progressive resumption of activities in Singapore, SportSG and MOE will reopen selected DUS Chargeable Fields (CFs) and Indoor Sport Halls (ISHs) for public use. Bookings can be made in advance through the ActiveSG app.

All other DUS free-to-play (FTP) facilities will remain closed to the public till further notice.

A total of 49 outdoor fields, 128 Indoor Sport Halls are located in primary, secondary schools and junior colleges. For more information on the DUS facilities that will be open for public use, as well as the booking details, please refer [here](#).

MOE and SportSG will continue to review the DUS arrangements as the COVID-19 situation evolves. More updates will be provided in due time.

Qn: What should I do before visiting a DUS facility?

Ans: You are required to book a slot via the ActiveSG app or myactivesg.com before visiting the DUS sports hall or outdoor fields. 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.

Qn: At any given time, how many people are allowed at DUS indoor and outdoor facilities?

Ans: From 26 April 2022, there will no longer be a group size limit, meaning that individuals will not be required to keep to a group of 10 persons for unmasked activities. Also, safe distancing will no longer be required between individuals or between groups, regardless of settings i.e. indoor/outdoor, masked/unmasked. For a list of the available DUS facilities and type of sports that you can play, please visit www.myactivesg.com

Qn: Can I play team sports at DUS facilities?

Ans: Yes. For a list of the available DUS facilities and type of sports that you can play, please visit www.myactivesg.com
