



MEDIA STATEMENT

BOOKING OF ACTIVESG FACILITIES

Singapore, 5 February 2021 – Sport Singapore (SportSG) is aware of the unscrupulous practice of a few ActiveSG members who breach the terms and conditions of our booking policy by using software scripts to book facilities with the aim of profiting through the on-selling of these. Such behaviour is wrong, and deprives other ActiveSG members who genuinely want to play sports at our facilities at affordable prices.

We have been monitoring the accounts of such on-sellers and have, over a period of time, blacklisted and suspended 255 accounts. To further deter such practices, we will also regularly deploy counter measures, in the appropriate cases. As such measures could also adversely affect the convenience and ease of bookings for the genuine majority of members, we deploy them judiciously, but will step up enforcement if these practices go unabated. We have already stepped up on-site enforcement measures, and hirers of the courts are required to be present or the booking will be cancelled.

We will consider imposing stricter penalties against any errant members, some of whom have gone further to encourage others to “lend” their accounts to them for such purposes. These could include increasing suspensions and permanently barring them and their accomplices from booking all public facilities, and working with other facility owners to do the same. We should add that on-selling is absolutely prohibited, and no one should be procuring public sports facilities from such on-sellers. If we have evidence of on-selling of facilities, we will cancel the bookings, and in these circumstances, the paying customers of on-sellers may also find that they will not be allowed to play when they show up at the sport centres. We therefore strongly encourage genuine enthusiasts not to purchase bookings from such on-sellers.

We recognise our ActiveSG members’ desire to play their favourite sport and will continue to establish interest groups where they can play with the same regularity as they now do.

We will continue to remind our ActiveSG members not to engage in scripting as exploiting the system and profiteering are infringements of Sport Singapore’s Terms of Use for ActiveSG

facilities. Members are encouraged to contact us at sport_gsm@sport.gov.sg if they become aware of specific instances of this happening.

With everyone's cooperation, we can keep the booking system fair and affordable to all genuine sport enthusiasts.

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About Sport Singapore

As the national sports agency, Sport Singapore's core purpose is to inspire the Singapore spirit and transform Singapore through sport. Through innovative, fun and meaningful sporting experiences, our mission is to reach out and serve communities across Singapore with passion and pride. With Vision 2030 – Singapore's sports master plan, our mandate goes beyond winning medals. Sport Singapore uses sport to create greater sporting opportunities and access, more inclusivity and integration as well as broader development of capabilities. At Sport Singapore, we work with a vast network of public-private-people sector partners for individuals to live better through sport.

To find out more, visit our websites www.sportsingapore.gov.sg and www.myactivesg.com.

Follow us at www.facebook.com/myActiveSG and www.youtube.com/SingaporeSports.

For media enquiries, please contact:

Sport Singapore

Ms Vanessa Yong

vanessa_yong@sport.gov.sg

Mobile: 9780 6454