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FAQs FOR RESUMPTION OF SPORT AND PHYSICAL EXERCISE & ACTIVITY FOR PHASE THREE (“SAFE NATION”)

A. GENERAL PUBLIC

Qn: Am I still allowed to exercise outdoors?

Ans: From 28 December, individuals can engage in sport and physical activity either alone or as part of a social group exercise and activities of no more than 8 participants.

A physical distancing of 2m (i.e. 2 arms-length) must be maintained when exercising or playing sport in general. Groups that are sharing a space must not interact and must maintain a distance of 3m apart at all times. Masks must be worn when not engaged in strenuous exercises.

Qn: Am I allowed to exercise with my family members / friends outdoors?

Ans: From 28 December, individuals can exercise outdoors with their family members / friends, but social group exercise and activities must be kept to no more than 8 participants. They should also maintain at least 3m apart from other groups sharing the same space and wear their masks when not engaged in strenuous exercises.

Qn: Which outdoor venues can I exercise at?

Ans: In addition to ActiveSG stadiums, you can exercise at outdoor spaces and land areas that are opened by NParks, SLA and HDB. Please refer to the relevant agencies' website for safe management measures.

There are some Active facilities that will remain closed in Phase Three. Please see <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> for this list.

Qn: What are some examples of indoor high intensity or high movement physical exercises?

Ans: Some examples include Zumba and Piloxing. Individuals must maintain a physical distance of 3m from one another when engaged in indoor high intensity or high movement physical exercises.

Qn: Can I play football / basketball / ultimate flying disc with my friends?

Ans: Yes, you may proceed as long as the group size limit of 8¹ is observed. Distancing should still be maintained outside the play area.

Qn: Can I have a match with multiple groups?

Ans: No. All group activities are limited to a size limit of 8² and there should be no interaction between different groups. A physical distance of 3m between different groups must be maintained at all times.

Qn: Is contact sport involving hand-to-hand or hand-to-body touch between players allowed?

Ans: Contact sport, including those with prolonged contact, is allowed, subject to group size limitation of 8 pax³ and not intermingle between different groups. However, sports with prolonged grappling (e.g. MMA, wrestling and jujitsu and similar) are strongly advised to adopt cohorting arrangements, with organisers maintaining records on their cohorting system. Participants who are changing groups should avoid participating in other prolonged grappling activities during the 14-day cooling period.

Qn: When I am outside, is it compulsory to wear masks at all time?

Ans: Yes. It is compulsory for all members of the public to wear a mask when they leave their homes. Individuals may remove their mask when doing strenuous exercises.

¹ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

² The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

³ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

Qn: Will I be fined if I do not wear a mask when I go outside of my home?

Ans: Yes. First-time offenders will be issued composition, and repeat offenders will face higher fines or prosecutions in court for egregious cases.

Enforcement officers and ambassadors will be deployed daily across the island to enforce this requirement. Sport Singapore enforcement officers (EOs) can be identified by their corporate attire and the Safe Distancing EO pass and armband:



SportSG EO's Attire



Safe Distancing EO pass and armband

LARGE OUTDOOR GROUP CLASSES

Qn: I am an instructor. Can I conduct classes of more than 8 pax outdoors?

Ans: Yes. From 1 September, registered instructors will be allowed to conduct large outdoor classes at newly opened spaces within SportSG facilities, parks and HDB common areas. The class capacity is capped at 50 persons, or lower depending on venue capacity and safe management measures.

Instructors will need to be registered under a framework which is jointly administered by Sport Singapore and agency partners such as NParks and People's Association, before the classes can take place, regardless of whether the classes are taking place in the newly opened spaces in Sport Singapore's facilities or other public facilities. Registration can be done online at <https://go.gov.sg/outdoor-classes-instructor-registration> and a response will be given within three working days. Only those who have successfully registered can book these spaces.

Registered coaches can book the new spaces at SportSG facilities at myactivesg.com from 28 August, 3pm. For the use of venues such as parks and HDB common areas, instructors will have to seek approval from the respective venue owner (e.g. NParks and Town Councils) and abide by the

regulations of the respective venue owner. Registered instructors can submit their application to NParks at <https://go.gov.sg/group-exercise-parks>, from 28 August 2020, 3pm, or approach the respective Town Councils for bookings at HDB common areas.

Group exercises of a social nature will continue to be capped at 8 persons, in addition to any conditions stipulated by the facility owner.

Qn: Who can coach in these new spaces?

Ans: Instructors who have successfully registered with SportSG can utilise these new spaces for organised programmes and classes, up to 50 persons or lower depending on venue capacity and safe management measures. Registration can be done online at <https://go.gov.sg/outdoor-classes-instructor-registration> and a response will be given within three working days.

Upon successful registration, registered instructors can book new spaces that have been opened up within SportSG facilities at myactivesg.com from 28 August, 3pm, or seek approval from the respective venue owner (e.g. NParks and Town Councils) for the use of venues such as parks and HDB common area. They will also have to abide by the regulations of the respective venue owner. For the use of NParks' venues, registered instructors can submit their application at <https://go.gov.sg/group-exercise-parks>, from 28 August 2020, 3pm. For classes at HDB common areas, instructors should approach the respective Town Councils for bookings.

Qn: Do I need to register as an instructor if I am not instructing/coaching at ActiveSG facilities, parks or HDB common areas?

Ans: Only instructors coaching in public spaces (regardless of the location of their classes) must register at <https://go.gov.sg/outdoor-classes-instructor-registration>. Upon successful registration, registered coaches can seek approval from the respective venue owner for the use of venues.

Qn: Do I need to register as an instructor if I am instructing/coaching a group with less than 8 participants?

Ans: Any instructor who wish to instruct/coach at any open or public space must register at <https://go.gov.sg/outdoor-classes-instructor-registration>, regardless of their class size.

Qn: What exercises/sport can I conduct in these public outdoor spaces?

Ans: The type of activity is dependent on the venue capacity and application of safe management measures. Some examples of activities that could be conducted in these spaces could include bootcamp, Taichi, and fitness dance classes.

Qn: Do I need to maintain an attendance record of my class participants?

Ans: Yes. Instructors who have successfully registered with SportSG shall abide with all prevailing safe management measures such temperature and symptoms screening, safe distancing, and maintaining a list of participants in venues using SafeEntry⁴. Instructors may visit <https://www.safeentry.gov.sg> for a step-by-step guide on how to apply for a SafeEntry account to record attendance. Manual recording of attendance shall not be used. A failure to comply can result in the rescindment of your application.

SENIORS

Qn: Who qualifies as seniors?

Ans: Those aged 60 years old and above.

Qn: Can senior-centric programmes continue in Phase Three?

Ans: Senior-centric⁵ activities may continue under Phase Three, with safe management measures in place and no sharing of equipment between participants. Seniors can exercise either alone or in a group of no more than 8 participants⁶. For organised programmes and classes, there should be no

⁴ Recording of attendance shall only be done through SafeEntry wef 14 Dec 2020

⁵ Refers to those who are 60 years and above

⁶ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

physical interaction and mingling between seniors in the same group. An additional coach or instructor is allowed for organised programmes and classes and will not be part of the group size of 8.

Seniors must maintain a physical distance of 2m from one another when exercising or playing sport.

Seniors may also consider online resources available on <https://circle.myactivesg.com> (QR code provided), which offer access to virtual classes and events, as well as tips and advice on how to stay active at home.



Qn: Can seniors visit the ActiveSG facilities?

Ans: Yes, seniors who are well may visit the ActiveSG gyms, swimming pools, and sport halls. Booking for our facilities (other than stadiums which do not require booking), are through the ActiveSG app or myactivesg.com.

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

Qn: Can Seniors coach during Phase Three?

Ans: While seniors are allowed to coach, we strongly encourage them to minimise contact with other individuals and wear their mask whenever possible to keep themselves safe.

B. ACTIVESEG FACILITIES & PROGRAMMES

Qn: Which ActiveSG sport facilities are open to public?

Ans: ActiveSG facilities such as stadiums, gyms, sport halls and pools, as well as tenants of permitted services, will remain open in Phase Three. Members of public are advised to check with the respective tenants before heading down.

Please see <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> for the list of ActiveSG facilities that will remain closed in Phase Three.

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 / Quarantine Order, are not allowed within our premises.

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

Ans: In order to safeguard the wellbeing of our guests, the following safe management measures will be put in place at all ActiveSG Sport Centres during Phase Three:

- Implementing temperature taking and recording of visitor details via SafeEntry at our facilities.
- Keeping the operating capacity to no more than 8 Sqm per person⁷ or 50 persons per zone at any one time, for stadiums, sport halls and swimming pools. Staff on the premises is not included as part of the maximum capacity of 8 Sqm per person or 50 persons.
- Regulating 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 that have facility/sport specific measures that may supersede general safe management measures.
- Ensuring that all gatherings, group activities and classes not exceed 8 persons⁸. For organised programmes and classes, an additional coach or instructor is allowed and will not be considered as part of the group size of 8. There are also facility/sport specific measures that may supersede general safe management measures.

⁷ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

⁸ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

- Physical distancing of at least 2m between participants when exercising and 3m between different groups will be followed strictly at all times.
- Increasing cleaning and sanitising of our facilities.

ACTIVESG FACILITY SPECIFIC QUESTIONS

1. ActiveSG Stadium

Qn: What are the operating hours of the stadiums?

Ans: The stadiums will be opened daily from 7.00am to 9.30pm.

Qn: What is the maximum number of pax allowed at the stadium?

Ans: A maximum of 50 pax per zone are allowed in the stadium at any one time.

Qn: Which stadiums are opened to the public?

Ans: Our stadiums (except for Jalan Besar Stadium and MOE Evans Stadium) are opened to members of public who need to exercise outdoors. Masks should be donned when not engaged in strenuous exercises. Individuals should not linger after their exercise and should leave the facility after they are done with their exercise.

When engaged in sport and exercise, a physical distancing of 2m (i.e. 2 arms-length) between individuals and 3m (i.e. 3 arms-length) between groups must be maintained at all times. No mixing of groups is allowed.

Qn: Is anyone allowed in the stadium?

Ans: ActiveSG stadiums will be opened to the public in Phase Three and will have a venue capacity of 50 pax per zone at any one time. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. 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.

Members of the public may exercise in groups of no more than 8 participants⁹ or in organised groups of 8 participants led by minimally one registered instructor, up to a total class size of 50 persons or lower depending on venue capacity and safe management measures.

A physical distancing of 2m (i.e. 2 arms-length) must be maintained when exercising or playing sport in general. Groups that are sharing a space must not interact and must maintain a distance of 3m apart at all times. Masks must be worn when not engaged in strenuous exercises.

Registered instructors can book the new spaces at SportSG facilities at myactivesg.com from 28 August 2020 onwards and will be responsible for ensuring that all safe management measures are being adhered to. A physical distancing of 2m (i.e. 2 arms-length) between individuals and 3m (i.e. 3 arms-length) between groups must be maintained at all times. No mixing of groups is allowed.

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

Ans: Individuals can exercise outdoors with their family members / friends, but social group exercise and activities must be kept to no more than 8 participants in Phase Three. They should also maintain at least 3m apart from other groups sharing the same space and wear their masks when not engaged in strenuous exercises.

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

Ans: Yes. There will be temperature taking and recording of visitor details via SafeEntry at our Stadiums. Users who display flu like symptoms (e.g. cough, fever 38 degree Celsius and above),

⁹ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

users who came back from overseas within the last 14 days, on Stay Home Notice, are not allowed within our premises.

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

Qn: Are lessons or trainings allowed at the stadium?

Ans: From 1 September, instructors will need to be registered under a framework which is jointly administered by Sport Singapore and agency partners, before the classes can take place at the stadium. Registered instructors will be allowed to conduct large outdoor classes at the stadium with a class capacity capped at 50 persons or lower and safe management measures.

Registration can be done online at <https://go.gov.sg/outdoor-classes-instructor-registration> and a response will be given within three working days. Only those who have successfully registered can book these spaces.

General group exercises not conducted by registered instructors will continue to be capped at the permitted group size of 8¹⁰. The additional coach or instructor will not be considered as part of the group size of 8. Instructors must ensure a 3m distance is kept between groups at all times so that there is no intermingling between groups or coach/instructor.

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

Ans: Yes. The toilets, changing rooms and shower facilities at the ActiveSG stadiums will remain open to the public. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 8 pax¹¹ at any one time.

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: Is anyone allowed in the swimming complex?

Ans: ActiveSG swimming pools have been opened to the public since Phase Two. There will be a venue capacity of 50 pax per zone at any one time and only competition, training and wading pools will be opened. To facilitate usage by the different segments of public, there will be timebelts introduced. Prior booking is required via the ActiveSG app / myactivesg.com.

ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. Individuals who feel unwell, should not visit our pools and are to seek medical attention.

Qn: Can seniors participate in organised activities in the swimming complex?

Ans: Senior-centric¹² activities resumed under Phase 2, with safe management measures in place and no sharing of equipment between participants. Seniors can exercise either alone or in a group of no more than 8 participants¹³. For organised programmes and classes, there should be no physical interaction and mingling between seniors in the same group. An additional coach or instructor is allowed for organised programmes and classes and will not be part of the group size of 8.

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

Ans: The pools will be opened daily from 6.30am to 9.45pm.

¹⁰ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

¹¹ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

¹² Refers to those who are 60 years and above

¹³ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

Some pools listed under <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> will remain closed in Phase Three.

Qn: Can I come to swim at any time?

Ans: To protect the health and wellbeing of the community, specific swimming timings are being allocated for different segments and groups. Members of the public are to follow the allocated timings strictly and booking is required beforehand via the ActiveSG app or [myactivesg.com](https://www.myactivesg.com).

Table 1 - As of early November 2020, the specific swimming timings are as follow:

Revised Time Slots from 16 July 2020		
Time	Mon – Fri	Sat & Sun
6:30am – 7:30am	Lap swim for General Public	Lap swim for General Public
7:45am – 8:45am		
9am – 10am		Organised swim classes
10am – 11am		
11am – 12pm		
12pm – 6pm	Organised swim classes	
6:15pm – 7:15pm	Lap swim for General Public	Lap swim for General Public
7:30pm – 8:30pm		
8:45pm – 9:45pm		

All members should use their booked slots responsibly so as to not deprive others of a chance to exercise.

Qn: Will all the swimming pool features be opened?

Ans: The training, competition and wading pools will be opened. Wave Pool / Lazy River / Jacuzzi and feature play pools will be closed until further notice. Some pools listed under <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> will remain closed in Phase Three.

➤ Booking of Swim Slots

Qn: How do I book for swim slots?

Ans: All visitors will need to book a swim slot via the ActiveSG app or [myactivesg.com](https://www.myactivesg.com) before visiting the swimming pool.

Qn: How far ahead in advance can I start booking the slots?

Ans: From 1 October, the slots will be opened for booking 3 days ahead of the usage date at 0000hrs, right up till the usage time. Users who do not show up for three booked slots in a month will have their membership temporarily suspended for two weeks. They will not be able to book any ActiveSG facilities while their membership is being suspended.

Qn: What is the duration and rate for each swim slot at the swimming pool?

Ans: The duration for each swim slot is 60 minutes and there is no change to the rate, as per the published rates.

Qn: A 60 minutes slot is not enough for me to swim and change. Why can't ActiveSG increase the timing?

Ans: The 60min slot is to allow for as many people to use the facility to stay active, in a safe manner. We will continue to review our operations and make the necessary adjustments where required. In the meantime, we seek the public's understanding and cooperation as we continue to do our part to keep our community safe.

Qn: Can I walk-in if I have not booked a swim slot?

Ans: All visitors are required to book a swim slot via the ActiveSG app or myactivesg.com prior to visiting the swimming pool. However, if there are available slots at the timebelt that you are at the sport centre, you can still book and enter the facility.

Qn: What is the maximum number of pax allowed per swim slot?

Ans: Each swim slot is capped at a maximum of 50 pax per zone.

Qn: Can I book two consecutive swim slots?

Ans: You will only be allowed to book ONE swim slot (60mins) per day. This is to ensure that all patrons have an equal chance to use the swimming pool facility.

Qn: Can I cancel the swim slot after booking?

Ans: Yes, with effect from 10 November 2020, you will be able to cancel your pool booking if you are unable to utilise it. No refunds will be provided for cancellation made by the user. Cancelled booking will not count towards the no-show quota.

Qn: Can I use the swim pass/schemes that I currently have?

Ans: From 16 July, ActiveSG members with valid pass/schemes will be able to book a swim slot for free. All bookings must be made before the expiry date of their pass/scheme.

The following eligible schemes are:

1. Merdeka Generation scheme
2. MyActiveSwim schemes (Monthly)

In addition to the above schemes, Singaporeans aged 65 years and above will enjoy free entry to our pools. Booking can be made via the ActiveSG app or myactivesg.com.

Qn: My booking slot was cancelled due to lightning. Will I get a refund?

Ans: In the event of a lightning risk and you have at least 30 minutes of the timeslot remaining in your booking, a refund will be provided. The credit will be refunded to your account within 8-10 working days.

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: What are some ActiveSG's measures at the swimming pools?

Ans: In order to safeguard the wellbeing of our guests, the following safe management measures will be put in place:

- Regulated access will be implemented at the Swimming Pool.
- Purchase the desired slot on ActiveSG app before visiting the Swimming Pool.
- Registration via SafeEntry and temperature screening is necessary for all patrons before entry. Patrons will be denied entry if they exhibit flu-like symptoms (e.g. cough, fever with temperature at 38-degree Celsius or more) or is currently on Stay Home Notice / Quarantine Order due to COVID-19.

- Demarcated swimming lanes/zones to avoid unnecessary contact – users are encouraged to stay in their lane/zone.

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

Ans: Yes, public amenities such as toilets and changing rooms will be opened to the public. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 8 pax¹⁴ at any one time.

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

Ans: We are regulating access to all ActiveSG swimming pools to ensure adequate safe distancing among users. Only 50 pax per zone are allowed in each slot.

➤ Coaching at Swimming Pools

Qn: Can I conduct 1-to-1 coaching or group classes in the swimming complex?

Ans: Organised classes can only be conducted on 12pm to 6pm (Monday-Friday) and 9am to 6pm (Sat-Sun). Coaches will need to have a confirmed allocated slot before any coaching is allowed in the ActiveSG pools. An additional coach or instructor is allowed and will not be considered as part of the group size of 8¹⁵. There should be no intermingling between different groups.

Qn: I am a swimming coach. How do I book swim slots for my classes?

Ans: Coaches with valid Usage Permit will be informed when allocation exercise commences. The SportSG Booking office will process your application and allocate slots accordingly. Registration confirmation and receipt will be sent via email.

If there are caregivers within the group that needs to enter the pool, they must be included in one of the 8 pax¹⁶ quota.

You will be required to assemble your students outside the pool and bring them in as a group. Please show your coaching confirmation email to the staff on duty. All students / caregivers / coaches are required to purchase an entry pass and tap the QR code for entry into the pool.

Qn: What is the duration for each coaching slot at the swimming pool?

Ans: The duration for each allocated slot is 180 minutes. You may coach up to 3 classes within the 180 minutes slot.

Qn: I am a swimming coach. How many students can I teach at one time?

Ans: From 28 December, coaches can teach up to a maximum of 8 students at any one time. The maximum capacity of 8 persons would include parents or caregivers that are required to enter the pool. Coaches will not be considered as part of the group size of 8.

Qn: I am a parent/caregiver, do I need to pay for the entrance fee while waiting for my child inside the swimming pool?

Ans: Please inform the coach in advance if you require to enter the pool during the "Organised swim classes" timeslot on 12pm to 6pm (Mon-Friday) and 9am to 6pm (Sat-Sun).

The parent/caregiver must be included in one of the 8 pax¹⁷ quota. Payment for entry into the pool is via ActiveSG e-wallet.

3. ActiveSG Sport Halls

¹⁴ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

¹⁵ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

¹⁶ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

¹⁷ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

Qn: Can I use the sport halls?

Ans: ActiveSG sport facilities will remain open to the public in Phase Three and will have a venue capacity of 50 pax per zone at any one time. Prior booking via the ActiveSG app or myactivesg.com is required. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. Individuals who feel unwell, should not visit our sport halls and are to seek medical attention.

Members of the public may exercise in groups of no more than 8 participants¹⁸. A physical distancing of 2m (i.e. 2 arms-length) between individuals should be observed, with transient contact permissible during play. The person who booked the court must be present and will be counted into the maximum number of pax allowed per court. 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. Coloured wrist-tags will be issued to those allowed to enter the sport hall and groups must keep to those of the same colour wrist-tags. There should be no intermingling between different groups. There are also facility/sport specific measures that may supersede general safe management measures.

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

Ans: The sport halls will be opened daily from 7am to 10pm. Some sports halls listed under [Annex A](#) will remain closed in Phase Three.

Qn: What should I do before visiting the sport halls?

Ans: You are required to book a slot via the ActiveSG app or myactivesg.com before visiting the sport hall. The person who booked the court must be present and will be counted into the maximum pax allowed per court. 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. Coloured wrist-tags will be issued to those allowed to enter the sport hall and groups must keep to those of the same colour wrist-tags. No mixing between groups is allowed.

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 50mins of playable time. All patrons should use the remaining 10mins to clear 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: Patrons are encouraged to book ONE type of court (i.e. Badminton, Tennis, Table Tennis) per day.

Qn: Can I book two consecutive sessions?

Ans: You are encouraged to book ONE session (50mins) per day. This is to ensure that all patrons have equal chance to use the courts.

Qn: What is the maximum number of pax allowed per slot?

Ans: Each slot is capped at a maximum of 50 pax per zone.

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 court at any one time?

¹⁸ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

Ans: There are different capacity for different facilities, as follows, from 28 December:

- For Badminton and Tennis: a max of 8 pax and an instructor or a coach per court will be admitted into the facility.
- For Table Tennis: a max of 5 pax and an instructor or a coach per table will be admitted into the facility.
- For Squash (singles court): A max of 5 pax and an instructor and a coach per court will be allowed into the facility.
- For Team Sport (e.g. Futsal, Netball, Volleyball, Basketball, Floorball): Max of 8 pax per group. For these team sports, an additional service provider (such as an instructor or a coach) is permissible and will be **in addition to** the 8 pax allowed into the facility. Depending on facility capacity, multiple groups of 8 can share the court but must maintain 2m distancing between individuals and 3m distancing between groups.

There shall be clear segregation between groups and no cross-mixing or cross-playing between groups. Individuals should not loiter/linger around the sport hall and to leave the facility after they are done with their exercise. ActiveSG staff will be deployed to ensure safe management measures are observed, and we reserve the right to turn away visitors to avoid overcrowding within these facilities.

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. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 8 pax¹⁹ at any one time.

Qn: Can I coach in the sport halls?

Ans: While ActiveSG's booking policy does not allow for 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. However, all safe distancing measures will still apply and be enforced.

ActiveSG will continue to review our booking policy on coaching.

4. ActiveSG Gym

Qn: What are the operating hours of the gym?

Ans: ActiveSG gyms will be opened daily from 7am to 10.30pm. except for Toa Payoh West CC, Ang Mo Kio CC, Enabling Village Gym, Bukit Batok and Senja Cashew, which will close at 10pm. Some gyms listed under <https://www.myactivesg.com/Facilities/Sport-Centres/Facilities-Closure> will remain closed in Phase Three.

Qn: What should I do before visiting the gym?

Ans: You are required to book a gym slot via the ActiveSG app or [myactivesg.com](https://www.myactivesg.com) before visiting the gym.

Qn: Is everyone allowed in the gym?

Ans: ActiveSG gyms will remain open to public in Phase Three and will have a venue capacity capped at 8 Sqm per person²⁰ or 50 persons, whichever is lower, at any one time. Prior booking via the ActiveSG app or [myactivesg.com](https://www.myactivesg.com) is required. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities. Members of the public should practise safe distancing even in open spaces. Individuals who feel unwell, should not visit our gyms and are to seek medical attention.

A distance of 2m must be maintained by all gym users at all times. Mask should be donned unless one is doing strenuous exercises.

¹⁹ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

²⁰ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

➤ Booking of Gym Slots

Qn: How do I book for gym slots?

Ans: All visitors will need to book a slot via the ActiveSG app or myactivesg.com before visiting the gym.

Qn: How far ahead in advance can I start booking the slots?

Ans: From 1 October, the slots will be opened for booking 3 days ahead of the usage date at 0000hrs, right up till the usage time. Users who do not show up for three booked slots in a month will have their membership temporarily suspended for two weeks. They will not be able to book any ActiveSG facilities while their membership is being suspended.

Qn: What is the duration and rate for each gym slot?

Ans: The duration for each slot is 90 minutes and the rate is as per published pre-COVID.

Qn: Can I walk-in if I have not booked a gym slot?

Ans: No. All patrons are required to book a slot via the ActiveSG app or myactivesg.com prior to visiting the gym.

Qn: Can I choose my preferred gym slot?

Ans: Yes. Each slot will be 90mins.

Qn: Can I cancel the gym slot after booking?

Ans: Yes, with effect from 10 November 2020, you will be able to cancel your gym booking if you are unable to utilise it. No refunds will be provided for cancellation made by the user. Cancelled booking will not count towards the no-show quota.

Qn: What is the maximum number of pax allowed per gym slot?

Ans: Capacity varies for different gyms, depending on their Gross Floor Area. All facilities will keep to maximum capacity of 8 Sqm per person²¹ or 50 pax, whichever is lower, at any one time. Staff on the premises is not included as part of the maximum capacity of 8 Sqm per person or 50 persons.

Qn: What are some ActiveSG's measures at the gyms?

Ans: In order to safeguard the wellbeing of our guests, the following safe management measures will be put in place:

- Regulated access will be implemented at the gym.
- Purchase the desired slot on ActiveSG app before visiting the gym.
- Registration via SafeEntry and temperature screening is necessary for all patrons before entry. Patrons will be denied entry if they exhibit flu-like symptoms (e.g. cough, fever with temperature at 38-degree Celsius or more) or is currently on Stay Home Notice due to COVID-19.
- No clustering or bunching of users.
- Users will be reminded to wipe down after using the equipment.
- Demarcation of spaces around equipment to discourage overcrowding.
- Mask wearing is compulsory unless one is doing strenuous exercises.

Qn: Can I book two consecutive sessions?

Ans: You will only be allowed to book ONE session (90mins) per day. This is to ensure that all patrons have equal chance to use the gym.

Qn: Can I use the gym pass/schemes that I currently have?

Ans: From 16 July, ActiveSG members with valid pass/schemes will be able to book a gym slot for free. All bookings must be made before the expiry date of their scheme.

The following eligible schemes are:

²¹ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

1. Merdeka Generation scheme
2. MyActiveGym scheme (Monthly / 6 months / 12 months)

In addition to the above schemes, Singaporeans aged 65 years and above will enjoy free entry to our gyms. Booking can be made via the ActiveSG app or myactivesg.com.

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

Ans: Yes. The toilets, changing rooms and shower facilities at the ActiveSG stadiums will remain open to the public. Members of the public are to observe safe distancing measures such as the safe distancing markers and signages, as well as maintain a physical distance of 1m at all times. Toilets / changing rooms with showering facilities will also be limited to a maximum capacity of 8 pax²² at any one time.

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. We advise all users to book their gym slots in advance to avoid disappointment. However, if there are available slots at the timebelt that you are at the sport centre, you can still book and enter the facility.

5. ActiveSG Studio

Qn: Who is allowed in the studios?

Ans: ActiveSG studios will remain open to the public in Phase Three and will have a venue capacity capped at 8 Sqm per person²³ or 50 persons, whichever is lower, at any one time. Prior booking via the ActiveSG app or myactivesg.com is required. ActiveSG staff will be deployed to ensure safe distancing, and we reserve the right to turn away visitors to avoid overcrowding within these facilities.

Dependent on facility capacity, group activities shall be limited to 8 person²⁴. For organised programmes/classes, an additional service provider (such as an instructor or a coach) is permissible. If facility capacity allows for more than one group of 8 pax to share the same venue, a 3m distance between different groups should be maintained at all times. No mixing between multiple groups is allowed.

Qn: Will the studio programmes resume?

Ans: Selected studio programmes will be allowed to resume with the necessary safe management measures in place. Look out for more details on the ActiveSG app or myactivesg.com.

➤ Coaching at studios

Qn: Is coaching allowed in the studios?

Ans: Yes. Organised classes and exercises are allowed if kept to no more than 8 participants²⁵. An additional coach or instructor is allowed and will not be considered as part of the group size of 8. A physical distance of 2m (or 3m for high intensity/movement activities) to be kept between individuals.

Coaches and instructors are also allowed to teach multiple groups if 3m between each group of 8 persons is maintained. The coach or instructor must stay with one of the groups at all times. No mixing between multiple groups is allowed.

Studios are limited according to its Gross Floor Area based on 8 Sqm per person²⁶ or 50 persons, whichever is lower, at any one time. Staff on the premises is not included as part of the maximum capacity of 8 Sqm per person or 50 persons.

²² The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

²³ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

²⁴ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

²⁵ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

²⁶ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

If participants are involved in indoor high intensity or high movement physical exercises such as Zumba and Piloxing, they must maintain a physical distance of 3m (i.e. 3 arms-length) apart. Otherwise a 2m distancing is needed.

C. SPORT & RECREATIONAL FACILITY OPERATORS & SPORT, PHYSICAL EXERCISE & ACTIVITY ADMINISTRATORS

Qn: Are sport and recreational facilities opened to the public?

Ans: Based on the Multi-Ministerial Taskforce's announcement on 15 June 2020, all sport and recreational facilities, including but not limited to swimming pools, stadiums, studios, gyms, indoor sport halls, hardcourts, bowling centres, and function rooms, may be opened from Phase Two.

Qn: Can I open my private gym or fitness facilities to the public?

Ans: According to the Multi-Ministerial Taskforce's announcement on 15 June 2020, all sport and recreational facilities, including but not limited to swimming pools, stadiums, studios, gyms, indoor sport halls, hardcourts, bowling centres, and function rooms, may be opened from Phase Two.

However, to protect the health and wellbeing of the community, each facility is subjected to a capacity limit according to its Gross Floor Area based on 8 Sqm per person or 50 persons, whichever is lower. Facilities up to 50 sqm can admit up to 8 persons. For example, a 20 sqm facility can accommodate 8 persons. This does not include staff. Please refer to our Advisory For Resumption Of Sport And Physical Exercises & Activities For Phase Three ("Safe Nation") on the necessary safe management measures to be implemented. A physical distancing of 2m (i.e. 2 arms-length) between individuals and 3m (i.e. 3 arms-length) between groups must be maintained at all times. There should be no intermingling between different groups.

Qn: Must facility operators appoint a Safe Management Officer (SMO) for each facility?

Ans: Yes, each facility must appoint a senior staff as a Safe Management Officer (SMO) to ensure their patrons/users comply with safe management measures. The SMO is also responsible for formulating the implementation plans, conduct inspection and checks, as well as maintain records for subsequent audits by the authorities.

Qn: There are available courses for Safe Management Officers (SMO). Does this mean that all SMOs require a certification from an established institution before we can start business?

Ans: Certification is not compulsory for all SMOs but highly encouraged. SMOs must be well aware of the safe management plans and they may be asked to explain the measures or plans when approached by a safe distancing officers or enforcement officers.

Qn: Must facility operators submit their safe distancing plans to SportSG before they can start operating?

Ans: Facility operators can start operating from 19 June 2020 by complying to SportSG's 23 December 2020 Advisory For Resumption Of Sport And Physical Exercises & Activities For Phase Three ("Safe Nation"). All safe management measures (SMM) must be put in place prior to the opening of their sport and recreational facilities. Your facility is subjected to visits by safe distancing ambassadors or enforcement officers who will check on compliance to SMM.

Qn: What are some sport-specific safe management measures facility operators must have in place?

Ans: See [Annex](#) for the list of sport-specific safe management measures that facility operators must put in place before the opening of their sport and recreational facilities to minimise the risk and consequence of infection.

Facility operators must also designate a senior staff as Safe Management Officer to ensure compliance by all visitors. SportSG is engaging the National Sports Associations that governs the various sport in Singapore on the necessary sport-specific safe management measures (SMM). More information about the endorsed SMM plans will be made available on their websites and <https://circle.myactivesg.com/ssi/safe-return-to-sport/plan-listing>.

Qn: What is the specific safe distancing protocol for Martial Arts or Dancesports?

Ans: SportSG is working with the respective national sports associations on the necessary sport-specific safe management measures (SMM). More information about the endorsed SMM plans will be made available on their websites and <https://circle.myactivesg.com/ssi/safe-return-to-sport/plan-listing>.

Qn: Must all facility operators log the health and travel history forms of its patrons/users?

Ans: It is mandatory for all sport and recreational facilities to implement SafeEntry, conduct temperature screening²⁷ and checks on visible symptoms²⁸ for visitors. Health history and travel declaration would assist with screening and consequence management. By keeping a log, facility operators would be able to turn away those with fever and/or who appear unwell and contact trace if a case of infection happens.

Qn: Are water coolers or dispensers allowed in sporting facilities such as gyms and studios?



Ans: Water coolers or dispensers for individuals to fill up their own water bottles is allowed. However, water coolers or dispensers that require the individuals to drink from the fountain are discouraged as they carry a high risk of transmission.

Qn: I noticed SportSG's Advisory has measures for cuesports? Can I open my Billiard saloon?

Ans: According to the Singapore Police Force's 30 June 2020 "[Advisory For Re-opening Of Certain Public Entertainment Venues](#)", billiard saloons can reopen from 4 July 2020. All safe management measures (SMM) must be put in place prior to the opening of their facilities. All sport and recreational facilities are subjected to visits by safe distancing ambassadors or enforcement officers who will check on compliance to SMM.


Qn: How far apart must the equipment in my gym be placed?

Ans: Equipment is placed and used such that there is a 2m distance between users.

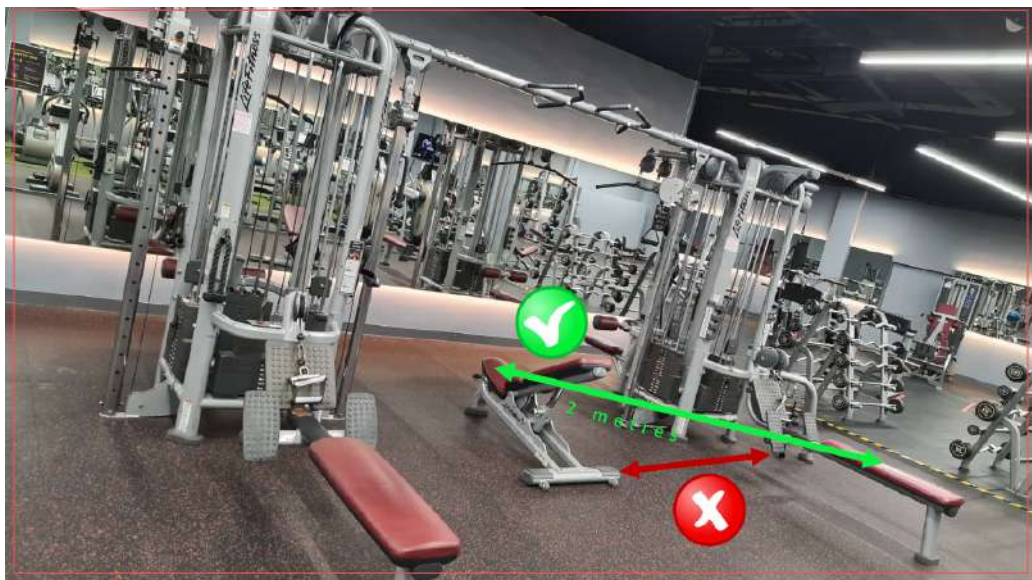
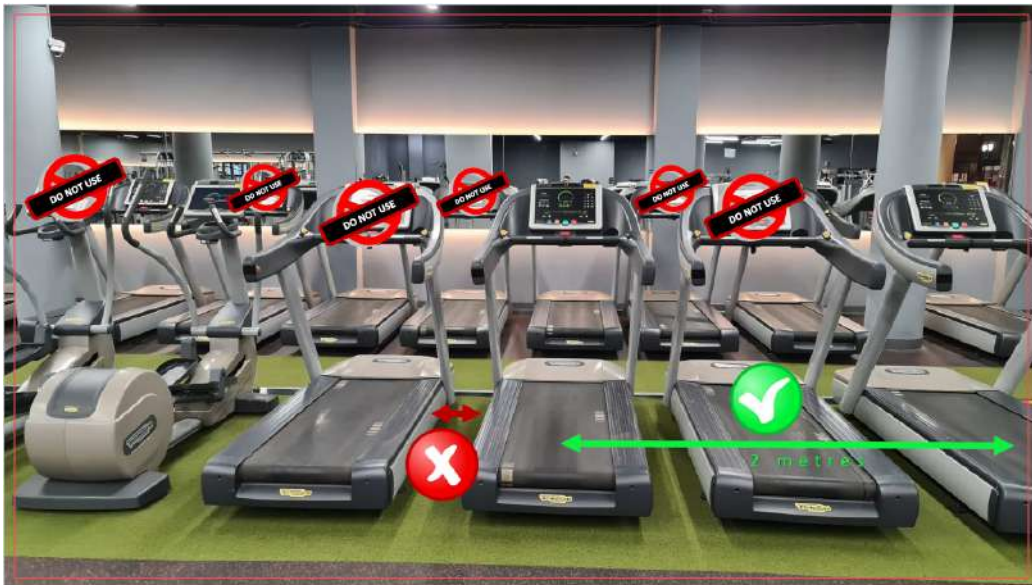
	Equipment	Position	Movement	Distance
	Free weights / kettlebell	Exercise bench	Relatively Static	As free weights and kettlebells are mobile equipment, exercise routines using such equipment are mainly static with minimal movement, this can be achieved within a 4 SQM area per user clearly demarcated, and a 2m distance between users of the individual space.
	Multi-Function equipment	Stationary seat (part of equipment)	Static	Exercise routines on multi-function machines are predominately static in nature and one would be seated or standing within the confines of the equipment itself. Due to the size of such equipment, a safe distance of 2m between could be relatively easy to achieve when positioning the machine.

²⁷ Individuals with temperatures above 38 degrees Celsius are considered as having a fever.

²⁸ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

	Treadmill / Air Bike	Stationary position/ seat (part of equipment)	Static	Exercise routines are mainly fixed for such equipment, either running on the treadmill and seated on the air bike, as such, position these equipment in clearly marked out area to achieve the required safe distancing of 2m.
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Please refer to the following illustration as a guide:



Qn: I run a yoga studio. What are some of the safe management measures (SMM) that I need to take note of?

Ans: Some SMM for Yoga studios include adhering to the maximum facility capacity, limiting to 8 pax²⁹ per group (with distancing per pax in the same group as per table below), as well as maintaining 3m among different groups of 8 pax and ensuring no intermixing between different groups.

²⁹ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

Intensity of Yoga Exercise	Minimum Safe Distance
Low intensity	1.5m
Medium Intensity	2m
High Intensity	3m

For a full list of SMM, please visit our Advisory For Resumption Of Sport And Physical Exercises & Activities For Phase Three (“Safe Nation”). In addition, SportSG has provided the following examples on the SMM and yoga studio layout for reference:

Example 1: Low Intensity

LOW INTENSITY



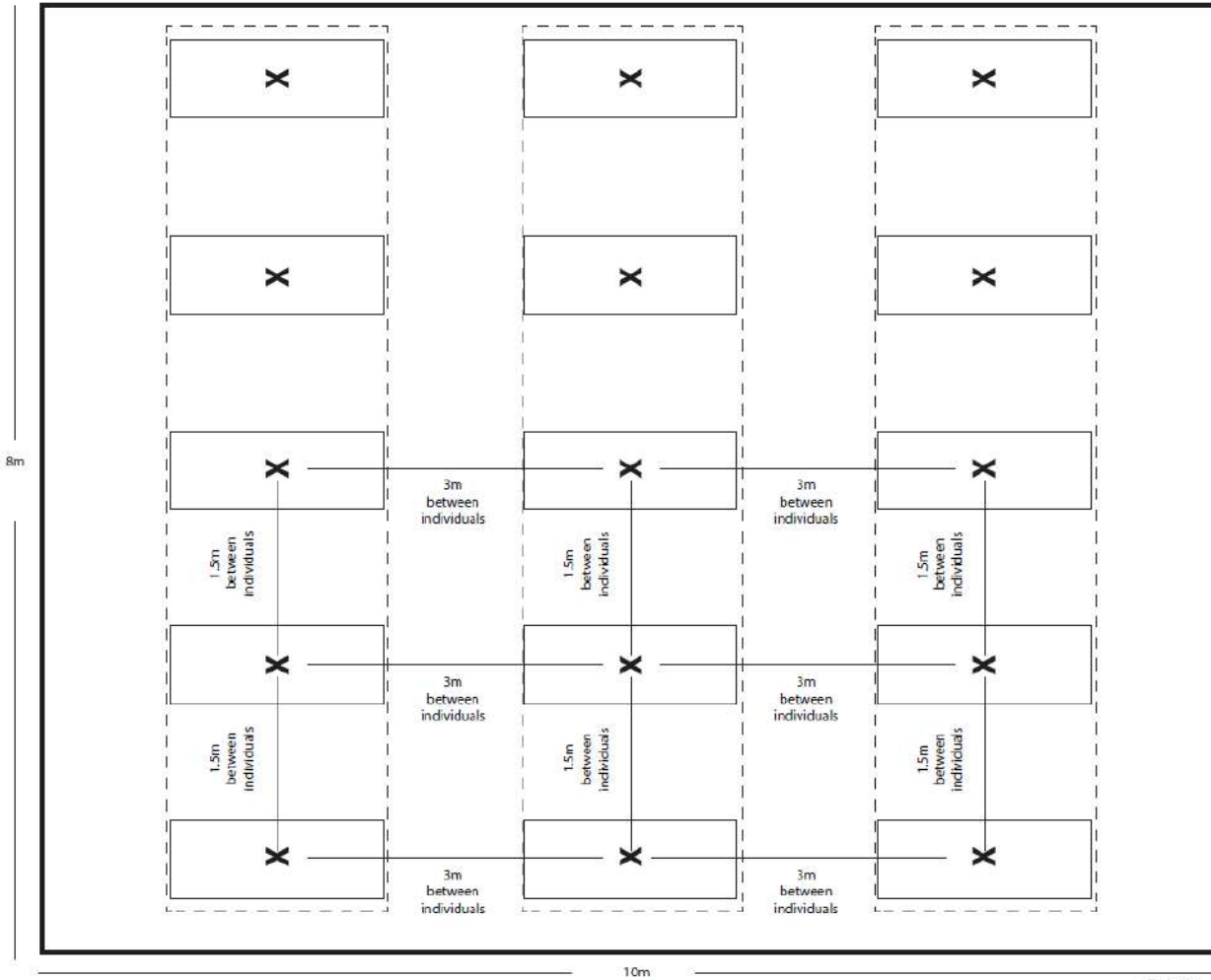
Slow, controlled movements focused on form and flexibility



SPACING ASSUMPTIONS

Standard yoga studio room of 10m x 8m
Standard yoga mat: 1.8m x .66m

Groups of 5 people spaced 3 meters apart, with individuals within the group spaced 1.5 meters apart.



*To scale

Example 2: Medium Intensity

MEDIUM INTENSITY



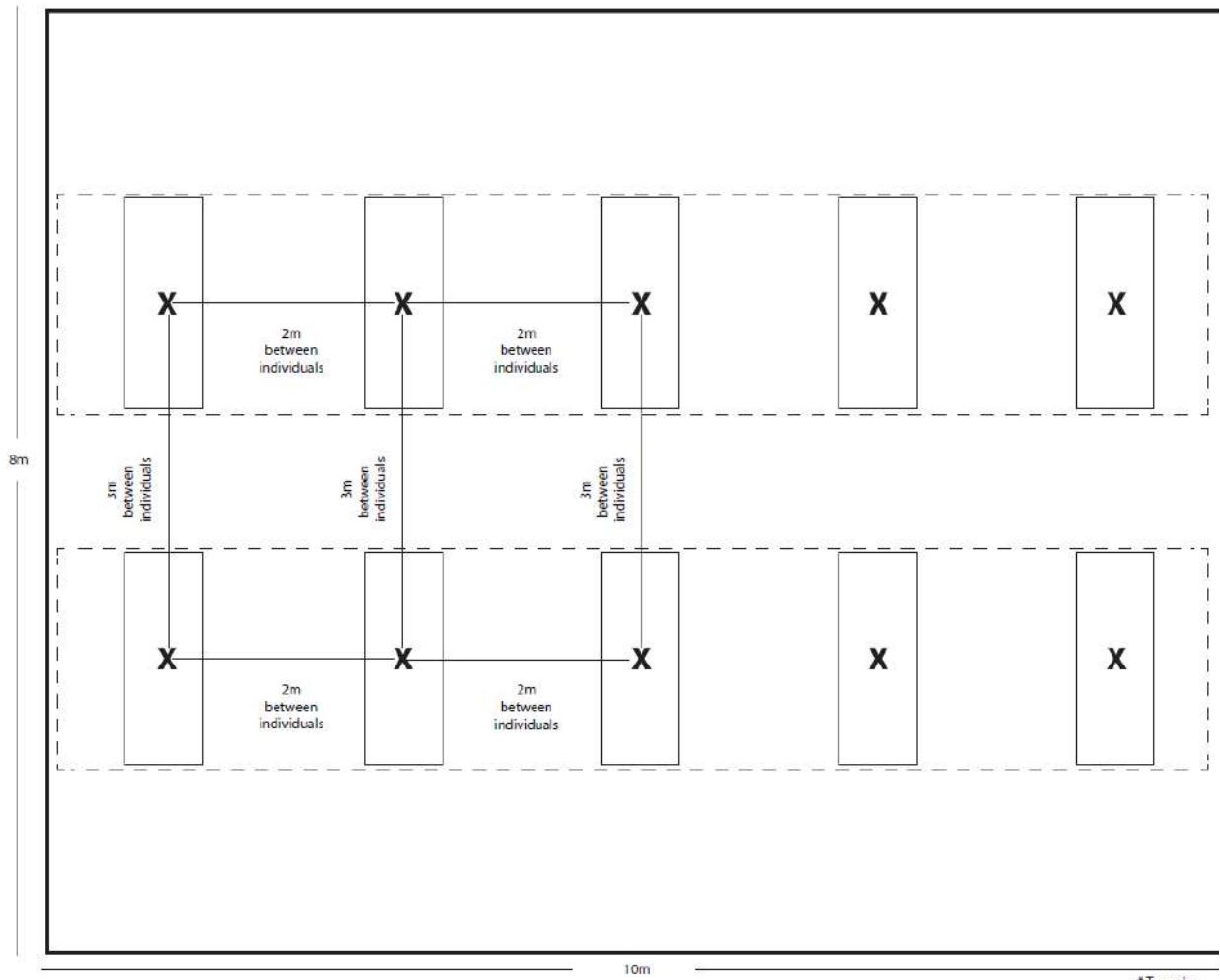
Controlled dynamic movements
focused on strength and flexibility



SPACING ASSUMPTIONS

Standard yoga studio room of 10m x 8m
Standard yoga mat 1.8m x .66m

Groups of 5 people spaced 3 meters apart,
with individuals within the group spaced
2 meters apart.



Example 3: High Intensity

HIGH INTENSITY



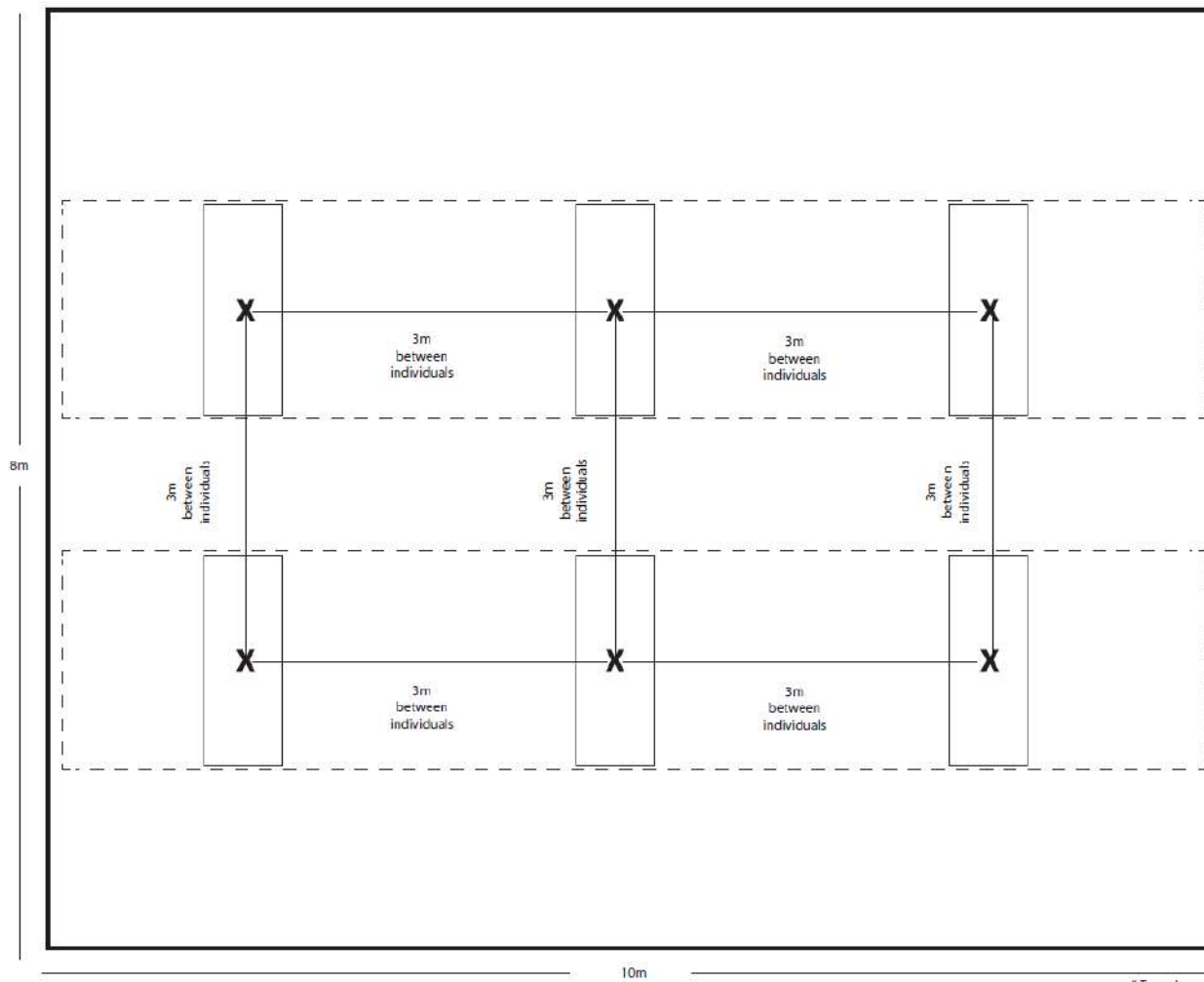
Vigorous exercise involving dynamic, fast paced movements for cardiovascular fitness.



SPACING ASSUMPTIONS

Standard yoga studio room of 10m x 8m
Standard yoga mat 1.8m x .66m

Groups of up to 5 people spaced 3 meters apart, with individuals within the group spaced 3 meters apart.



Qn: Is Paintball allowed to open in Phase Two?

Ans: No. According to MTI, paintball is not allowed to operate in Phase Two. For the full list of permitted services in Phase Two, visit <https://covid.gobusiness.gov.sg/permittedlist/>

Qn: Can TeamSG athletes return to training?

Ans: Yes, all organised trainings and exercise are permitted in Phase Three, but groups must be kept to no more than 8 persons. An additional coach is allowed and will not be part of the group size of 8. Safe management measures must be adhered to at all times and there must be no socialising before or after the training session. Masks must be worn when not engaged in strenuous exercises.

Qn: Can I organise 4v4 tournaments?

Ans: Yes, tournaments are allowed and multiple teams are allowed to play at different time slots in the same tournament, as long as the following rules are observed: (1) not more than 8 pax per session/match, (2) venue capacity applies subject to maximum capacity of 50 pax, whichever is lower, (3) total number of matches per day should be limited such that they do not exceed 50 pax and (4) no spectators.

Coaches will not be included in the team of 4, if they remain masked for the whole tournament and maintain safe social distance of 1m from the 8 players at all times. There should be no referee on the field/court and officiating is allowed from the sideline with officials masked at all times.

The implementation of these SMMs will be the sole responsibility of the organiser and venue operator.

➤ Facility Capacity

Qn: Can I admit more than 50 persons in my facility?

Ans: All sport and recreational facilities is limited to 8 Sqm³⁰ per person based on its Gross Floor Area or 50 persons, whichever is lower. Staff on the premises is not included as part of the maximum capacity of 8 Sqm per person or 50 persons. Facilities that need to admit more 50 persons can apply for approval by Sport Singapore via email at <https://members.myactivesg.com/feedback>.

Qn: My facility is less than 50 Sqm, what is the maximum capacity?

Ans: Facilities up to 50 Sqm can admit up to 8 persons³¹. For example, a 20 Sqm facility can accommodate 8 persons, excluding staff. Facility operators have to ensure that the physical distancing measures are observed. These parameters will be reviewed from time to time, and more may be allowed at a later juncture in Phase Three.

Qn: I operate a large venue with multiple sport facilities including swimming pools, gymnasium, F&B outlet and golf driving range, are they considered separate facilities for the purpose of establishing the capacity limit?

Ans: The principle is that there should not be congregation of more than 50 persons in any particular space. If the facilities can be managed separately such that there is no mixing of the users of the different facilities, they may be considered as separate facilities for this purpose.

For example, a function room used for Zumba class, the restaurant, the swimming pool and the gymnasium in a country club may be dealt with separately. A system for managing access to these places should be established to ensure adherence.

➤ Coaching

Qn: I am a private coach, can I conduct 1-to-1 or group coaching?

Ans: Yes. Coaching and organised programmes and classes of no more than 8 participants³² is allowed. An additional coach or instructor is allowed and will not be considered as part of the group size of 8. A physical distancing of 2m (i.e. 2 arms-length) between individuals should be maintained at all times.

Qn: Regardless of sport, can coaches teach multiple groups of 8 at one time?

Ans: Coaches are allowed to teach multiple groups of 8³³ at one time if a safe distance of 2m between participants and 3m between different groups can be maintained at all times. There should be no inter-mixing between groups and coaches. If the coach would like to be part of one group, he/she should limit contact only with that group and not intermingle with the other group(s).

Qn: Must the coach or instructor wears a mask?

Ans: Coaches should keep their mask on whenever possible.

³⁰ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

³¹ The capacity limit will be reduced from 10 to 8 Sqm per person wef 28 December 2020.

³² The maximum group size will increase from 5 to 8 persons wef 28 December 2020.

³³ The maximum group size will increase from 5 to 8 persons wef 28 December 2020.