

Conditions of Entry (non-Event) at the Splash-N-Surf (Kids Pool, Lazy River, Water Play Area and Stingray), Singapore Sports Hub

SportsHub Pte Ltd (“SportsHub”) as a venue owner is dedicated to providing a safe, comfortable and enjoyable environment for its patrons. In support of this, the following conditions of entry (“Conditions of Entry”) apply to entry for activity (“Activity”) at the premises which patrons are entering (“Venue”). The full terms and conditions of booking and ticket sale and entry (“T&Cs”), incorporating these Conditions of Entry, is available by contacting the customer care team (+65 6653 8900) and at www.sportshub.com.sg. For certain Activities, these may be supplemented by additional specific terms and conditions, details of which will be on a patron’s ticket, booking slip or pass and/or posted on the relevant Activity page at www.sportshub.com.sg. If a patron does not consent to the T&Cs, the person must not enter the Venue. By entering the Venue, the patron consents to be bound by the T&Cs including the following Conditions of Entry.

1. Safety and Behaviour

- 1.1 At the point of entry and also whilst inside the Venue, patrons are required to:
 - 1.1.1 comply with the directions or announcements from SportsHub’s staff and any other requirements relating to access, order, behaviour and safety given by SportsHub or authorities;
 - 1.1.2 maintain safe, prudent and respectful behaviour at all times;
 - 1.1.3 be responsible for personal items. SportsHub will not be responsible for any damage to, loss or theft of a patron’s personal property;
 - 1.1.4 keep escape routes and corridors, landings and stairwells clear of obstruction caused by a patron’s personal property or any equipment brought to the Venue.
- 1.2 Diving, pushing and running, rough play, horseplay, stunts and dunking are strictly prohibited.
- 1.3 Swinging, climbing, hanging or pulling on any equipment is prohibited.
- 1.4 Patrons acknowledge that some activities and associated activities can be dangerous.
- 1.5 Patrons participating in the Activity do so at their own risk, and assume all risk and liability for personal injury or death including that of any children associated with attending the Activity. SportsHub shall bear no liability for any personal injuries, health problems or death sustained at or after an Activity, including directly or indirectly resulting from any existing medical condition.
- 1.6 Upon activation of the Lightning Warning System (Horn and Siren), all patrons are to leave the water and seek shelter. The management will advise when it is safe to continue the water activities.

2. Entry and Exclusion

- 2.1 For all entries, each patron must produce their entrance ticket, booking slip or pass to gain admission. Each patron must check in at the customer care counter to receive the entrance ticket. Entrance tickets and bookings are non-transferable.
- 2.2 SportsHub reserves the right at all times to refuse entry to or remove any person from the Venue. This includes, but is not limited to the following circumstances:
 - 2.2.1 the presence of the person would be detrimental to or compromises safety at the Activity;
 - 2.2.2 person is deemed to be disorderly and/or intoxicated;
 - 2.2.3 persons wearing or displaying commercial, political or other offensive signage or logos, except for official merchandise or other Activity related clothing worn in good faith;
 - 2.2.4 entry to the Venue or an area prohibited to the general public within the Venue was unauthorised or obtained illegally;
 - 2.2.5 persons who refuse to be inspected or submit their belongings for inspection for prohibited items;
 - 2.2.6 adverse weather, dangerous situations or any other causes that will affect the safety of the patrons;
 - 2.2.7 persons who do not adhere to the age requirement at the Activity;
 - 2.2.8 person entering the Venue with an open wound, skin disease, sore or inflamed eyes, nasal or ear discharge, communicable disease, respiratory infection or experiencing any diarrhoea or nausea;
 - 2.2.9 person who spits, blows nose, urinates or defecates in the pool;
 - 2.2.10 the Venue is over capacity. (It may be re-opened by management when capacity is at a safe level);
 - 2.2.11 person who throws any projectile/item prohibited under clause 3.1.15 within the Venue; and
 - 2.2.12 person is found to be smoking within the Venue, unless it is a designated smoking area.No refund or compensation will be made under any of these circumstances.
- 2.3 SportsHub reserves the right to issue a banning notice which prohibits entry to the Venue for a specified period of time. SportsHub will refuse entry or remove from the Venue any person who has been issued with a banning notice.

3. Restricted / Prohibited Items

- 3.1 The following restricted/prohibited items are banned in the Venue:
 - 3.1.1 weapons, or resemblance of weapons, including but not limited to knives, firearms, blunt offensive objects/batons and those with sharp ends;
 - 3.1.2 fireworks/flares;
 - 3.1.3 laser pointers;
 - 3.1.4 illegal substances including controlled, dangerous or illicit drugs;
 - 3.1.5 glassware or glass bottles;
 - 3.1.6 cans or spray cans;
 - 3.1.7 alcohol;
 - 3.1.8 bags or luggage of dimensions larger than 35cm x 20cm x 30cm (ie. too large to be stored under a seat);
 - 3.1.9 bicycles, skateboards, skates and scooters;
 - 3.1.10 helmets of any forms;
 - 3.1.11 chairs, stools, mats, foldable or inflatable beds ;
 - 3.1.12 animals (other than trained assistance dogs);
 - 3.1.13 musical instruments and noise makers including but not limited to drums, whistles, vuvuzelas, air horns and loud hailers without the prior consent of SportsHub;
 - 3.1.14 cameras and lenses of any kind;
 - 3.1.15 projectile items which are reasonably considered by SportsHub as being able to cause injury, nuisance or offence to another person including balls, frisbees, rackets or similar objects;
 - 3.1.16 banners or flags larger than 1m x 2m;
 - 3.1.17 LED and fan boards larger than 42cm x 29.7cm (ie. A3 sized);
 - 3.1.18 flag poles;
 - 3.1.19 lifejackets that are not Safety of Life at Sea (SOLAS) approved;
 - 3.1.20 helium balloons or other inflatables;
 - 3.1.21 glow/light sticks longer than 40cm;
 - 3.1.22 tripods and monopods and selfie sticks;
 - 3.1.23 remote control cars, drones or unmanned aerial vehicles; and
 - 3.1.24 other items as determined by SportsHub that may cause injury or public nuisance.

4. Photographs, Images and Recording

- 4.1 Photography of any kind is strictly prohibited without prior written approval of SportsHub. If approved, photographs must not be taken of persons and may be used only for private non-commercial purposes.
- 4.2 Video / audio recordings devices including but not limited to camcorders and action cameras are prohibited. Tapes, films or other recordings may be destroyed.
- 4.3 In all circumstances, the use of cameras, video cameras or any device containing camera equipment of any kind is prohibited in changing rooms, toilets, bathrooms and shower facilities.
- 4.4 The use of any recording, data or image taken within the Venue without SportsHub’s consent for commercial gain, public advertisement, display or any other purpose, except for private non-commercial purpose, is prohibited.
- 4.5 Any person who makes, reproduces or uses any recording, data or image for use prohibited under clause 4.4 shall assign in writing all copyright and intellectual property rights to SportsHub or its assignees.
- 4.6 Equipment including but not limited to CCTV, film cameras and sound recording are present at the Singapore Sports Hub. By entering the Venue and/or attending the Activity, patrons consent to being filmed and recorded and for SportsHub and any assignees to use the patrons’ image, likeness and any sound recording for any media or other purposes including public transmission, advertising or promotional purposes, without payment or claim to copyright or intellectual property rights. Patrons consent to footage being shared with police and authorities where necessary.

5. General Conditions

- 5.1 The Venue is non-smoking unless an area has been designated.
- 5.2 SportsHub may postpone, cancel, interrupt or stop the use, or deny access to the Venue for any dangerous situation, maintenance works or any other causes without notice, without any compensation to the patrons.
- 5.3 Should any equipment or property at the Venue be broken, damaged or lost, or should any damage be done to the Venue, the patron shall pay a sufficient sum to make good such damage or loss. No equipment or property shall be altered or modified without the prior written approval of SportsHub
- 5.4 Water toys, noodles, kickboards are allowed in the Kids Pool, Water Play Area, Lazy River and Stingray.
- 5.5 Footwear is strictly prohibited in the Kids Pool, Water Play Area, Lazy River and Stingray.
- 5.6 Non-toilet trained children must wear swim nappies under swim suits. Strictly no changing of swim nappies or nappies in the area.
- 5.7 All patrons are responsible for cleaning up debris for themselves and for any patrons under their supervision.
- 5.8 Proper swimwear must be worn at all times and includes one/two piece swim suits, swim trunks and jammers, swim board shorts, rash guards, wet suits, hijood/burqini or other approved religious swimwear, swim waterproof nappies. Swimwear material should be colourfast and lightweight, such as lycra, spandex, polyester or nylon.
- 5.9 Sharp objects and objects with protruding designs such as keys, watches and jewellery are strictly prohibited.
- 5.10 Patrons must avoid to store any valuables in the lockers. Storing items in the lockers overnight is prohibited. The items found in the locker after 22:00hrs will be removed and disposed of and SportsHub will not be held responsible for any damage or loss by any cause whatsoever.

6. Specific Information and Conditions

- 6.1 *Water Play Area*
 - 6.1.1 Suitable only for children under 12 years old.
 - 6.1.2 Children under 5 years old must be within arm’s reach of a responsible person aged 18 years old or older.
 - 6.1.3 Children aged 5-8 years old must be actively supervised* by a responsible person aged 18 years or more.
- 6.2 *Kids Pool Area (depth 0.6 metre)*
 - 6.2.1 Suitable only for children under 12 years old.
 - 6.2.2 Children under 5 years old must be within arm’s reach of a responsible person aged 18 years old or older.
 - 6.2.3 Children aged 5-12 years old must be actively supervised* by a responsible person aged 18 years or older.
 - 6.2.4 Personal flotation devices are prohibited, including but not limited to water wings.
- 6.3 *Lazy River (depth 1.0 metre)*
 - 6.3.1 Children under 12 years old and under 1.2m in height must always be accompanied by a responsible person aged 18 years old or older .
 - 6.3.2 Entry to the Lazy River is permitted only with a valid wristband issued by SportsHub.
 - 6.3.3 Swimming in the Lazy River is prohibited.
 - 6.3.4 Only Splash-N-Surf tubes are permitted to be used at the Activity.
 - 6.3.5 Standing, kneeling, diving or jumping on or from the tube is prohibited.
 - 6.3.6 Personal flotation devices are prohibited, including but not limited to water wings.
- 6.4 *Stingray*
 - 6.4.1 Children taller than 1.2m are allowed on the Activity.
 - 6.4.2 Patrons must complete the user form and disclaimer and attend a safety induction prior to the Activity.
 - 6.4.3 Patrons must wear a rash guard and helmet prior to participating in the Activity and follow the instructions of the SportsHub staff and signage at all times.
 - 6.4.4 Only Stingray boogie boards and skim boards are permitted at the Activity.

7. Miscellaneous

- 7.1 SportsHub may hold liable for prosecution any person who breaches any of the above Conditions of Entry.
- 7.2 Please note SportsHub reserves the right to alter the Conditions of Entry without prior notice. The above Conditions of Entry may vary between sports or entertainment events (“Event”) at Sports Hub and may be reflected on the specific Event page via www.sportshub.com.sg.

8. Emergency telephone number

- 8.1 In case of assistance or emergency, please contact (+65) 6653 9292.

* Actively supervised means watching the child always and being able to provide immediate assistance.