Sports Hub Multi-Activity Camp Frequently Asked Questions



1. What is Sports Hub Multi-Activity Sports Camp?

Sports Hub Multi-Activity Camp is a 5 days Kids Day Camp for the participants to try a variety of different sports and activities all in the same location over the course of 1 week.

2. What are the activities in the Sports Hub Multi-Activity Camp?

The activities will include Basketball, Athletics, Fun Games, Martial Arts, , Dodgeball, Tennis, Soccer, Baseball, Rugby and much more.

3. When will the Sports Hub Multi-Activity Camp be held?

All activities will be conducted in the OCBC Arena Halls.

4. Are there any age restrictions to register for the Sports Hub Multi-Activity Camp?

Yes, participants must be between 4 and 12 years old. Minimum age requirement is 5 years old.

5. What is the minimum capacity for the Sports Hub Multi-Activity Camp?

The minimum capacity is 10 participants for the camp to take place. Minimum class size is not met, the programme will be cancelled and affected customers will be notified via email at least 2 days prior to the commencement of the session. Refunds will only be processed upon receipt of the required documents and the process will take up to 14 business days, depending on the issuing bank.

6. What is the maximum capacity for the Sports Hub Multi-Activity Camp?

The maximum capacity is 40 participants.

7. How do I register for the Sports Hub Multi-Activity Camp?

You can register for the Sports Hub Multi-Activity Camp via:

- Online registration at https://www.sportshub.com.sg/sport-fitness/kids-activities/multi-activity-camp

8. How do I know if my registration is successful?

Upon successful registration, the booking confirmation will be sent to you via email. We will also be sending a confirmation email with more information at least 3 days before the commencement of the camp.

9. What should I do if I do not receive the booking confirmation?

The email might have been blocked by your email server and/ or is treated as a spam email. If you are unable to locate the email in your 'Spam' folder, please contact us via info@proactivsports.com and provide your name and email address used for the booking.

10. What will the participants receive upon successful registration?

Each participant will receive a camp T-shirt on the first day of camp if they sign up for a full week of camp.

11. Can I request for my children to be in the same group?

All participants will be grouped according to their age but do let us know your preference and we will do our best to accommodate your request.

12. What is the ratio of trainers to participants?

The ratio of the trainers to participants is 1:10.

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13. What is the registration fee for the Sports Hub Multi-Activity Camp? The registration fee is \$\$110/day or \$465 for 5 days (inclusive of GST) per participant.

14. What are the available modes of payment?

We accept Paynow, MasterCard and Visa payments only. Please be informed that cash payment will not be accepted.

*Please do note that paynow is only applicable to Proactiv sign up page.

15. When is the closing date for registration?

Registration closes 3 days prior first day of the camp or when the capacity is full for the day.

16. Can I get a refund if my child is unable to participate?

There will be no refunds once the registration is processed.

17. Is the registration transferable?

No, the registration is non-transferable.

18. What should I pack for my child?

They should wear T-shirt, shorts, trainers. We also encourage all participants to bring the following items:

- <u>User Agreement Form</u> (Compulsory)
- Water bottle
- Personal medication (if any)
- Lunch and Snacks

19. Will there be meals catered for the participants?

No, we will not be providing lunch. Please ensure you pack a lunch for your child and snacks for breaks in case they get hungry.

20. What happens during inclement weather?

The Sports Hub Multi-Activity Camp is a rain or shine event. All activities are conducted indoors.

21. Do you offer early drop-off or late pick-up?

No, the camp will start at 9am and we encourage participants to arrive 15 minutes before for registration. As the camp will end at 3pm, please ensure that you are on time to pick up your child. If you are delayed, please give us a call at (65) 98076827.

22. Who can I contact for more information?

You may contact us through email at info@proactivsports.com / ocbc.arena@sportshub.com.sg.