

Kallang Alive Sport Management Co Pte. Ltd. (“KASM”) 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”) held at the premises which patrons are entering (“Venue”). 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 KASM’s staff and any other requirements relating to access, order, behaviour and safety given by KASM or authorities;
 - 1.1.2 maintain safe, prudent and respectful behaviour at all times;
 - 1.1.3 be responsible for personal items. KASM 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 Patrons acknowledge that some Activities and associated activities can be dangerous.
- 1.3 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. KASM 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.

2. Entry and Exclusion

- 2.1 For all entries, each patron must produce their identification, 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 Venue re-entry is not permitted. Patrons will need to leave with their belongings as no storage of items are permitted if patron is not within the Venue.
- 2.3 Venue management reserves the right to refuse entry in the following circumstances, as they shall determine:
 - 2.3.1 the pool is over capacity. (The pool may be re-opened when capacity is at a safe level);
 - 2.3.2 the Activity does not meet the requirements of the ratio of supervising adults to children and/or swimwear and/or accompanying adults in accordance with the Venue’s specific terms and conditions. Refer to the website (<https://www.sportshub.com.sg/sport-fitness/swimming/lap-swimming>) for the Pool Safety & Adult-Child Supervisory Ratio.
- 2.4 KASM 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:
 - 2.4.1 booking slip is damaged, defaced, forged or copied, or not purchased from customer care counter or online at www.sportshub.com.sg;
 - 2.4.2 person is deemed by KASM management to be engaged in competitive or repetitive underwater breath holding or underwater distance swimming;
 - 2.4.3 the presence of the person would be detrimental to or compromises safety at the Activity;
 - 2.4.4 person is deemed to be disorderly and/or intoxicated;
 - 2.4.5 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;
 - 2.4.6 entry to the Venue or an area prohibited to the general public within the Venue was unauthorised or obtained illegally;
 - 2.4.7 persons who refuse to be inspected or submit their identification or belongings for inspection for prohibited items;
 - 2.4.8 adverse weather, dangerous situations or any other causes that will affect the safety of patrons;
 - 2.4.9 persons who do not adhere to the age requirement at the Activity, where applicable;
 - 2.4.10 person who does private coaching in the pool whether for personal financial gain or not;
 - 2.4.11 person entering the pool with an open wound, skin disease, sore or inflamed eyes, nasal or ear discharge, communicable disease, or experiencing any diarrhoea;
 - 2.4.12 person who spits, blows nose, urinates or defecates in the pool;
 - 2.4.13 person entering the pool wearing gym shorts, sports bra, diapers or any attire that is deemed inappropriate by Venue management or lifeguards;
 - 2.4.14 person who throws any projectile/item prohibited under clause 3.1.12 within the Venue;
 - 2.4.15 person is found to be smoking or vaping within the Venue; and
 - 2.4.16 person who breaches these Conditions of Entry
- 2.5 No refund or compensation will be made under any of these circumstances.
- 2.6 KASM reserves the right to stop any Activity and cancel any booking without refund if a patron is deemed by KASM to be carrying out any form of commercial and/or business activity and/or enterprise without the prior written consent of KASM.
- 2.7 KASM reserves the right to issue a banning notice which prohibits entry to the Venue for a specified period of time. KASM 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 are restricted/prohibited items 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 alcohol;
 - 3.1.7 beds/chairs/tables of any form;
 - 3.1.8 bags or luggage which are not able to fit within lockers;

- 3.1.9 helmets, bicycles, skateboards, skates, scooters. Strollers and trolleys of any forms are not allowed on pool deck. Strollers and trolleys will need to be parked, at owner’s own risk, in designated areas advised by KASM staff;
- 3.1.10 animals (other than trained assistance dogs);
- 3.1.11 musical instruments and noise makers including but not limited to drums, whistles, vuvuzelas, air horns and loud hailer without the prior consent of KASM;
- 3.1.12 projectile items which are reasonably considered by KASM as being able to cause injury, nuisance or offence to another person including balls, frisbees, rackets or similar objects;
- 3.1.13 Personal Flotation Devices (PFDs) that are not Safety of Life at Sea (SOLAS), US Coast Guard (USCG) or Conformite Europeene (CE) approved;
- 3.1.14 inflatable flotation devices or toys;
- 3.1.15 helium balloons or other inflatables;
- 3.1.16 fins with a length more than 8 inch or 20cm or fins that are associated with underwater breath holding activity or underwater distance swimming;
- 3.1.17 snorkel equipment or diving masks of any form;
- 3.1.18 remote control cars, drones or unmanned aerial vehicles; and
- 3.1.19 other items as determined by KASM that may cause injury or public nuisance.

4. Photographs, Images and Recording

- 4.1 Photography of any kind is restricted without prior written approval of KASM. If approved by KASM, photographs must not be taken of persons and may be used only for private non-commercial purposes.
- 4.2 Video and audio recordings 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 KASM’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 KASM 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 Event, patrons consent to being filmed and recorded and for KASM 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 the Singapore Police Force and authorities where necessary.

5. General Conditions

- 5.1 The Venue does not permit smoking unless an area has been designated.
- 5.2 The Venue does not permit vaping.
- 5.3 KASM 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.
- 5.4 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 KASM.
- 5.5 Diving platforms/boards are for elite athlete training only and prohibited from public use.
- 5.6 Usage of starting block or backstroke device is strictly prohibited.
- 5.7 Entering the pool area when not open for public use is strictly prohibited.
- 5.8 Patrons aged 15 years or younger are only allowed to swim in the training pool, adhering to the Adult-Child Supervisory ratio. Refer to the website: (<https://www.sportshub.com.sg/sport-fitness/swimming/lap-swimming>)
- 5.9 Patrons aged 6 years or older must get changed in the gender appropriate changing rooms.
- 5.10 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 and swim waterproof nappies. Swimwear material should be colourfast and lightweight, such as lycra, spandex, polyester or nylon. Street clothes/footwear/personal belonging and spectators are not allowed on the pool deck.
- 5.11 Non swimmers of any age are restricted in any pool where water is 2.0 metres or deeper.
- 5.12 Any belongings left in the lockers after a patron leaves the Venue will be removed and disposed of without the responsibility of KASM for any damage or loss by any cause whatsoever.

6. Miscellaneous

- 6.1 KASM may hold liable for prosecution any person who breaches any of the above Conditions of Entry.
- 6.2 Please note KASM reserves the right to alter the Conditions of Entry without prior notice. The above Conditions of Entry may vary between events and may be reflected on the specific Event page via www.sportshub.com.sg or at the Box Office.

7. Emergency telephone number

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