

Conditions of Entry
for Events at the OCBC Arena, Singapore Sports Hub

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 event, show, performance, attraction or other activity (“Event”) held at the premises which patrons are entering (“Venue”). For certain Events these may be supplemented by additional specific terms and conditions, details of which will be printed on a patron’s ticket and/or available on the relevant Event page. 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 Events and associated activities can be dangerous.
- 1.3 Patrons attending the Event do so at their own risk and assume all risk and liability for personal injury or death including that of any children under their care associated with attending the Event. The promoter and KASM shall bear no liability for any personal injuries, health problems or death sustained at or after an Event, including directly or indirectly resulting from any existing medical condition.

2. Entry and Exclusion

- 2.1 For all ticketed events, each patron must have a ticket to gain admission. Tickets are non-transferable.
- 2.2 Venue re-entry is restricted. Some Events may allow re-entry to the Venue. Please visit the relevant Event page at www.sportshub.com.sg for specific information of the Event.
- 2.3 Ticket holders holding a child or concession ticket must be entitled to use such a ticket held, and KASM reserves the right to request identification or other evidence of entitlement. Details of the entitlement requirements for concession/child tickets will be listed on the Event page at www.sportshub.com.sg.
- 2.4 KASM reserves the right to check identification of any ticket holder upon entry or once inside the Venue.
- 2.5 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:
 - 2.5.1 ticket is damaged, defaced, forged or copied, or not purchased from a Box Office or online from the official ticketing operator;
 - 2.5.2 the presence of the person would be detrimental to or compromises safety at the Event;
 - 2.5.3 person is deemed to be disorderly and/or intoxicated;
 - 2.5.4 persons wearing or displaying commercial, political or other offensive signage or logos, except for official merchandise or other Event related clothing worn in good faith;
 - 2.5.5 entry to the Venue or an area prohibited to the general public within the Venue was unauthorised or obtained illegally;
 - 2.5.6 persons who refuse to be inspected or submit their identification or belongings for inspection;
 - 2.5.7 person is found to be smoking within the Venue, unless it is a designated smoking area;
 - 2.5.8 person is found to be vaping within the Venue;
 - 2.5.9 person who throws any projectile/item within the Venue prohibited under clause 3.1.16;
 - 2.5.10 adverse weather, dangerous situations or any other causes that will affect the safety of patrons; and
 - 2.5.11 person who breaches these Conditions of Entry.
- 2.6 No refund or compensation will be made under any of these circumstances.
- 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 restricted/prohibited items are not permitted into 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 outside food and beverage including alcohol and bottled water (empty plastic bottles are allowed and can be filled inside the Venue) Some Events, at hirer’s request, may prohibit plastic bottles. Please visit the relevant Event page at www.sportshub.com.sg for specific information of the Event;
 - 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 items too large to be electronically screened;
 - 3.1.10 bicycles, skateboards, skates and scooters;
 - 3.1.11 helmets of any type;
 - 3.1.12 footwear that can damage the playing area (marking shoes or stilettos);
 - 3.1.13 chairs/stools;
 - 3.1.14 animals (other than trained assistance dogs);

- 3.1.15 musical instruments and noise makers including but not limited to drums, whistles, vuvuzelas, air horns and loud hailers, without the prior consent of KASM;
- 3.1.16 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;
- 3.1.17 banners or flags larger than 1m x 2m (ie. National Flag) which have not been pre-approved for the Event;
- 3.1.18 LED and fan boards larger than 42cm x 29.7cm (ie. A3 sized) which have not been pre-approved for the Event;
- 3.1.19 flag poles;
- 3.1.20 helium balloons or other inflatables;
- 3.1.21 glow/light sticks longer than 40cm which have not been pre-approved for the Event;
- 3.1.22 tripods, monopods and selfie sticks;
- 3.1.23 remote control cars, drones or unmanned aerial vehicles; and
- 3.1.24 other items as determined by KASM that may cause injury or public nuisance.

4. Photographs, Images and Recording

- 4.1 In order to maintain an enjoyable experience for all guests, video cameras, monopods, tripods, selfie sticks, audio recording devices and professional cameras (those including telephoto or zoom lenses) are not permitted for Events.
- 4.2 Some Events, at promoter’s request, may restrict or prohibit the use of any devices for photography, video and audio recording (including live streaming). Please visit the relevant Event page at www.sportshub.com.sg for specific information of the Event.
- 4.3 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.
- 4.4 Any person who makes, reproduces or uses any recording, data or image for use prohibited under clause 4 shall assign in writing all copyright and intellectual property rights to KASM or its assignees.
- 4.5 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 Umbrellas are permitted into the Venue but should not be raised up for the comfort of others. They should also be dry or kept dry to prevent damage to the hall flooring.
- 5.4 Strollers, due to safety reasons, are not permitted into the Venue seating areas. Strollers will need to be parked, at owner’s own risk, in designated areas provided by KASM and must not block any aisle ways or exits.
- 5.5 No refund will be made under any circumstances, except at promoter’s discretion if the Event is postponed or cancelled, and then according to promoter’s refund policy. Conditions of refund are available at the Box Office.
- 5.6 Patrons wearing footwear such as marking shoes or stilettos can only tread along designated pathways to prevent damage to the flooring.
- 5.7 Children under 12 years old must always be accompanied by a responsible person aged 18 years old or older.

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**.