

**Conditions of Entry (Non-Event)**  
**at the Kallang Tennis Hub, 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 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 printed on a patron’s ticket, booking slip or pass and/or available on the relevant Activity 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; and
  - 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 under their care associated with participating in 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 booking slip or pass to gain admission. Bookings are non-transferable.
- 2.2 Venue re-entry is permitted for non-Event days.
- 2.3 Patrons need to leave promptly on time in accordance with their booking slips.
- 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 the customer care counter or online at [www.sportshub.com.sg](http://www.sportshub.com.sg);
  - 2.4.2 the presence of the person would be detrimental to or compromises safety at the Activity;
  - 2.4.3 person is deemed to be disorderly and/or intoxicated;
  - 2.4.4 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;
  - 2.4.5 entry to the Venue or an area prohibited to the general public within the Venue was unauthorised or obtained illegally;
  - 2.4.6 persons who refuse to be inspected or submit their identification or belongings for inspection for prohibited items;
  - 2.4.7 person is found to be smoking within the Venue, unless it is a designated smoking area;
  - 2.4.8 person is found to be vaping within the Venue;
  - 2.4.9 person who throws any projectile/item within the Venue prohibited under clause 3.1.14;
  - 2.4.10 person entering the playing area at the Venue without proper attire (e.g. training shoes and workout clothing). Bare feet, marking shoes and slippers are strictly prohibited on court flooring in the Venue and unless approved by KASM;
  - 2.4.11 adverse weather, dangerous situations or any other causes that will affect the safety of patrons; and
  - 2.4.12 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 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 non clear bottled water on court side;
  - 3.1.7 outside food and alcohol (beverages in plastic bottles are allowed);
  - 3.1.8 items too large to be electronically screened;
  - 3.1.9 bicycles, skateboards, skates and scooters;
  - 3.1.10 helmets of any type;
  - 3.1.11 footwear that can damage the playing area (marking shoes or stilettos);
  - 3.1.12 chairs/stools;
  - 3.1.13 animals (other than trained assistance dogs);
  - 3.1.14 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;
  - 3.1.15 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 banners or flags larger than 1m x 2m (ie. National Flag);
  - 3.1.17 LED and fan boards larger than 42cm x 29.7cm (ie. A3 sized);

- 3.1.18 flag poles;
- 3.1.19 helium balloons or other inflatables;
- 3.1.20 tripods, monopods and selfie sticks;
- 3.1.21 remote control cars, drones, or unmanned aerial vehicles; and
- 3.1.22 other items as determined by KASM that may cause injury or public nuisance.

**4. Photographs, Images and Recording**

- 4.1 Flash photography is restricted.
- 4.2 Non-commercial photography is permitted at the Venue provided that photographs are for personal use.
- 4.3 Video and audio recording devices including but not limited to camcorders and action cameras are prohibited. Tapes and films or other recordings may be destroyed.
- 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 Activity, 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 Screws, nails, masking tape, double sided tape, or any devices of any description likely to deface the walls, floors or ceilings are prohibited from use on any part of the Venue.
- 5.5 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.
- 5.6 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 Venue.
- 5.7 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.
- 5.8 Patrons wearing footwear such as marking shoes or stilettos can only tread along designated pathways to prevent damage to the flooring.
- 5.9 Patrons aged 6 years or older must get changed in the gender appropriate changing rooms.
- 5.10 Activities performed should be in accordance with court intentions and patrons need to perform activities within the designated court areas.
- 5.11 Patrons must not store any valuables in the lockers nor store items overnight in the lockers as they will be removed and disposed of and KASM will not be held responsible for any damage or loss by any cause whatsoever.
- 5.12 School groups should have a minimum ratio of one adult to ten children with at least two adults accompanying any group of children even the group number is less than ten.
- 5.13 Children under 12 years old must always be accompanied by a responsible person aged 18 years old or older.
- 5.14 Patrons should leave the Venue by 10.30pm.

**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 that 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 Activity page via [www.sportshub.com.sg](http://www.sportshub.com.sg) or customer care counter.

**7. Emergency Telephone Number**

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