

Terms and Conditions of Ticket Sale and Entry

- 1 These terms and conditions of ticket sale and entry (“**T&Cs**”) apply to the sale of tickets sold for Events at Kallang Alive Sport Management Co Pte. Ltd. (“**KASM**”), as venue owner. The promoter (“**Promoter**”) is responsible for producing, promoting or providing the competition, event, show, performance, attraction or other activity (“**Event**”) staged at the premises specified on the front of the ticket (“**Venue**”) and for which the ticket is sold (“**Ticket(s)**”). These T&Cs are available at www.sportshub.com.sg and the Singapore Sports Hub’s box offices. The authorised points of sale (the relevant ticket services provider’s website(s) indicated on the ticket, box offices and any other authorized points of sale as determined by KASM) shall, for the purpose of these T&Cs, be collectively referred to as “**Authorised Ticket Outlets**”.
- 2 By purchasing and/or using the Ticket, the ticket purchaser (“**Ticket Purchaser**”) is deemed to have accepted and agreed to be bound by these T&Cs. If the Ticket Purchaser is purchasing Tickets on behalf of others (“**Third Parties**”), it is the Ticket Purchaser’s responsibility to draw to each Third Parties attention these T&Cs and where they are available for viewing (Ticket Purchaser and Third Parties collectively “**Ticket Holders**”). Each Ticket Holder agrees to be bound by these T&Cs.
- 3 **Use of Tickets and Ticket Restrictions**
 - 3.1 Except where the Promoter’s prior written consent has been obtained, Tickets cannot be transferred, resold or offered for resale at a premium, used for or in connection with any form of commercial or trade purposes (including but not limited to advertising, promotion, contest or sweepstake), or used for or in connection with any charitable purposes, such circumstances being grounds for seizure and cancellation of Tickets without refund or compensation and entry will be denied.
 - 3.2 Tickets may only be purchased from the Authorised Ticket Outlets. Any sale or resale of Tickets on any other platform aside from the Authorised Ticket Outlets is strictly prohibited.
- 4 **Event Programme and Alterations**
 - 4.1 Any complaint regarding the Event, its production or quality shall be directed solely to and dealt with by the Promoter. KASM bears no liability in respect of any such claims, save when KASM is the Promoter of the Event.
 - 4.2 The Promoter may add, withdraw, reschedule or substitute artists or players (where applicable) or vary advertised programmes, prices, Event times, venues, seating arrangement or audience capacity without any refund or compensation to the Ticket Holder.
 - 4.3 The Promoter and/or KASM may postpone, cancel, interrupt or stop the Event, due to adverse weather, dangerous situations or any other causes beyond its reasonable control without refund any compensation to the Ticket Holder.
- 5 **Safety**
 - 5.1 For the comfort, safety and enjoyment of all patrons, staff and event participants, Ticket Holders must on entry into and inside the Venue:
 - 5.1.1 comply with the directions or announcements from KASM’s staff and any other requirements relating to access and safety given by KASM or authorities, including without limitation any health and safety requirements or directions on preventing the transmission of Covid-19 or otherwise;
 - 5.1.2 maintain safe, prudent and respectful behaviour at all times;
 - 5.1.3 be responsible for all his/her own personal items. Neither the Promoter nor KASM will be responsible for any damage to, loss or theft of a Ticket Holder’s personal property.
 - 5.2 Each Ticket Holder attends an Event at his/her own risk, and voluntarily assume all risks and danger incidental to the Event. Neither KASM nor the Promoter is responsible or accepts any liability for any direct or indirect loss, accident, damage, personal injury, death or health problem (whether arising directly or indirectly from any existing medical condition or otherwise), including that of any children under a Ticket Holder’s care, in relation to or in connection with such attendance of the Event.

6 Entry and Exclusion

- 6.1 Each Ticket Holder must have a Ticket to gain admission to the Event. Tickets are non-transferable.
- 6.2 Venue re-entry will not be permitted, unless otherwise stated.
- 6.3 Unless otherwise stated on the Ticket, the Ticket only provides entry to the Event and not for any other purposes.
- 6.4 Late arrivals may result in non-admittance to the Event or Venue until a suitable break is available for the Event, as determined by KASM or the Promoter. No refunds or other compensation will be provided under such circumstances.
- 6.5 KASM reserves the right, at all times and at its sole discretion, to refuse entry into or remove any person from the Event or Venue. This includes, but is not limited to the following circumstances:
 - 6.5.1 if a Ticket is damaged, defaced, forged, copied, associated with any unauthorised use or not purchased from an Authorised Ticket Outlet;
 - 6.5.2 if the presence of such person would be detrimental to or compromises safety at the Event or Venue, including any failure to comply with any health and safety requirements or directions on preventing the transmission of Covid-19 or otherwise;
 - 6.5.3 if a person is deemed to be disorderly, intoxicated and/or under the influence of drugs;
 - 6.5.4 if a person wears or displays commercial, political or offensive signage or logos, except for official merchandise or other Event related clothing worn in good faith;
 - 6.5.5 if entry to the Venue, or an area prohibited to the general public within the Venue, was unauthorised or obtained illegally;
 - 6.5.6 if a person refuses to be inspected or submit its belongings for inspection for prohibited items;
 - 6.5.7 if there are adverse weather conditions, emergency or dangerous situations or any other circumstances that will affect the safety of patrons, staff or event participants at the Event or Venue.No refund or compensation will be made under any of these circumstances.

7 Venue Conditions of Entry

Conditions of Entry apply at the Singapore Sports Hub, which include restrictions or prohibitions of certain items and activities at the respective Venue(s). For more information on each Venue's Conditions of Entry, please click on the links below:

[National Stadium](#)

[Splash-N-Surf](#)

[Indoor Stadium](#)

[OCBC Arena](#) (Events)

[OCBC Aquatic Centre](#) (Events)

[OCBC Arena](#) (non-Events)

[OCBC Aquatic Centre](#) (non-Events)

[Sports Hub Gym](#)

[Precinct](#)

[Water Sports Centre](#)

[Museum](#)

[Community Facilities](#)

[Kallang Tennis Hub](#) (Events)

[Kallang Tennis Hub](#) (non-Events)

8 Personal Data

KASM collects personal information about each Ticket Purchaser to the extent necessary to manage and operate the Venue and Events. Further details on the use of personal information are provided in KASM's Privacy Policy which is available at www.sportshub.com.sg/privacy-statement.

9 Methods of Ticket Collection / Delivery

- 9.1 The relevant ticketing service provider shall, in its own terms and conditions, state its methods of Ticket collection / delivery which will be provided in ample time before the Event. A copy of such terms and conditions shall be available at the Authorised Ticket Outlets.
- 9.2 The Promoter and the relevant ticketing service provider shall be entitled to suspend or cancel any online transaction or Ticket purchase upon any suspicion of use of a fraudulent or unauthorised credit card and/or to prevent the delivery of Tickets which are the subject of a suspected illegal transaction, without any refund or other compensation. Under any such circumstances, KASM shall not be liable for any loss or damage whatsoever arising therefrom.

10 No Refunds or Exchanges

- 10.1 No refunds will be made under any circumstances, except at the Promoter's discretion if the Event is postponed or canceled and such refunds (if any) will be conducted in accordance with the Promoter's refund policy. Conditions of refund shall be available at the Authorised Ticket Outlets and will apply only to the Event for which the Ticket has been purchased.
- 10.2 No exchange of Tickets will be made unless the Event is postponed and such exchanges must be conducted in accordance with the Promoter's ticket exchange policy applicable to the said Event. Conditions for exchange shall be available at the Authorised Ticket Outlets.
- 10.3 Ticket Holders must keep Tickets safe and in good condition. Such Tickets cannot be replaced if lost, stolen, or destroyed unless otherwise agreed by the Promoter and fees may apply for any such replacements.
- 10.4 Tickets are not redeemable for cash.

11 Miscellaneous

- 11.1 Persons under 18 years of age should seek parental consent before purchasing Tickets from the Authorised Ticket Outlets ("**Transaction**"). Each Ticket Purchaser making a Transaction certifies that they are at least 18 years of age and that they have read and understood these T&Cs.
- 11.2 The relevant ticketing service provider will be processing the credit and/or debit transactions of each Ticket Purchaser.
- 11.3 These T&Cs shall be governed by the laws of the Republic of Singapore. By agreeing to these T&Cs, Tickets Holders agree to submit to the exclusive jurisdiction of the courts of Singapore.
- 11.4 If any provision of the T&Cs is found to be invalid or unenforceable by a court of Singapore, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision and remainder of the T&Cs valid and enforceable.
- 11.5 KASM may hold liable for prosecution any person who breaches any of the above T&Cs.
- 11.6 Please note the above T&Cs may vary between Events and will be reflected on the specific Event page at www.sportshub.com.sg or at any of the Authorised Ticket Outlets.
- 11.7 KASM reserves the right to update, modify or change these T&Cs from time to time. Any change will be available at www.sportshub.com.sg and the Authorised Ticket Outlets.
- 11.8 Unless otherwise stated in these T&Cs, KASM shall bear no liability whatsoever arising out of or in relation to any ticketing issues or any issue in connection with a Ticket.