

Frequently Asked Questions

1. Where are the locations of the lockers?
The locations of the lockers can be found [here](#).
2. What is the size of the locker?
The dimensions of the locker are 33.65cm (H) x 25.1cm (W) x 46.8cm (D).
3. What are the available payment modes?
The payment modes are PayNow and cash.
4. What is the pricing structure for the lockers?
The rates are \$2 for every 2 hours (single use) or \$6 for every 6 hours (multiple uses).
5. What is the difference between single use and multiple uses?
For single use, users can only open the locker once. For multiple uses, users can open and close the lockers multiple times during the stipulated duration.
6. Will there be a deposit counter if my items cannot fit into the lockers?
The deposit counter is only available for selected events and a non-refundable fee of \$10 is charged per item.
7. I am experiencing some issues with the locker. What should I do?
For any technical enquiries, please contact the following numbers:

Office hours (Mon to Fri, 8am to 5.15pm): 6565 7895

After office hours (Mon to Fri, 5.15 to 10pm, including weekends and public holidays): 9880 5238
8. I forgot my pin. What should I do?
There is an option to reset the pin via the panel and a one-time fee of \$5 will be charged.
9. What happens to unclaimed items?
All unclaimed items left beyond 24 hours after the rental period ends will be cleared and stored for a period of 30 days. After this period, the unclaimed items are disposed of or surrendered to the Singapore Police Force. For valuable items or items that do not have a long shelf-life, these items will be surrendered to the Singapore Police Force or disposed before the stipulated period as Singapore Sports Hub deems fit.
10. Can I store food or living creatures in the lockers?
Items such as perishable goods, living creatures, flammable materials, weapons or illegal substances are prohibited from being stored in the lockers.

All information is correct at the time of publishing but subject to change.