

AIRASIA KALLANG RUN FAQs

GENERAL

What is the minimum age to participate?

All aged 4 years old and above as of 27 September 2025 can participate and are required to register. Any child below the age of 4 will not be allowed into the start pen.

Do I need to accompany my child / ward during the run?

Yes, children 12 and below must be always accompanied by a parent / guardian. Please also remember to fill out the Parent Consent Form and present it to event staff at Race Pack Collection, required for all participants under the age of 18.

Does my child / ward need a Parent Consent Form to be able to participate in the run?

All participants under the age of 18 as of 27 September 2025 are to bring a signed version of the Parent Consent Form to the Race Pack Collection.

Do I need to register a slot for myself to accompany my child/ward for the run?

Yes, you are required to register for a slot to enter the start pen and participate in the run. You may wish to consider purchasing the Duo Bundle.

Are Active Mobility Devices, Personal Mobility Device (PMD) allowed for the run?

No, active mobility devices are not allowed. Examples include but not limited to - Bicycles, Power-Assisted Bicycles (PAB), Motorised or non-motorised PMDs.

Personal Mobility Aids (PMAs) such as wheelchairs or motorised wheelchairs are allowed.

RACE PACK COLLECTION

When is the Race Pack Collection?

The Race Pack Collection venue will be at the Visitors Centre at Singapore Sports Hub, on 13 to 14 September 2025, from 10am to 9pm. For more information, please visit our website.

What do I need to collect the Race Pack?

Please show your confirmation email QR Code for the collection of Race Pack.

What if I am unable to make it for the Race Pack Collection dates?

You may fill out the Letter of Authorisation to authorise someone else to collect the Race Pack on your behalf. Please ensure that the authorised person brings this form, as well as a copy of your confirmation email QR Code to the Race Pack Collection.

What entitlements will I receive as a registered participant?

As a registered participant, you are entitled to an Event Tee, Run Bib, Finisher Medal and exclusive AirAsia travel merchandise.

Am I allowed to change my t-shirt size after collection?

Strictly no exchanges will be allowed after collection. All participants are advised to select their t-shirt size based on the size chart when registering for the run.

Can I customise the name that appears on the Run Bib?

No.

EVENT DAY**What do I have to bring on event day?**

Bring along your Race Bib, a water bottle and be sure to be in active attire! You are recommended to pack light on the day of the run.

What time will the start pen open?

The start pen will open at approximately 6:00AM on Saturday, 27 September 2025.

What is the flag-off time?

Flag-off will be at 7:00AM for 10KM and 7:30AM for 5KM.

Where is the start and finish point?

Both the start and finish point will be at stadium Riverside Walk, Singapore Sports Hub.

Where is the hydration station located?

The hydration stations are located throughout the route. Hydration stations are available at 2 points along the 5km route and 4 points along the 10km route. Please see the Route Map for more details.

Can I walk instead of run?

Yes, of course! Participants of all skill levels are welcomed. You may walk to complete the route within the cut off timing.

Can I still participate in the Race Village if I did not sign up for the run?

Yes, you are welcome to join us in our fringe activities and games from 8AM to 11AM, 27 September, at OCBC Square. Kindly note that only registered participants will receive the Race Pack, be allowed to participate in the run and take part in the Lucky Draw.

REFUNDS

Will a refund be available if I am unable to attend the run?

There will be no refunds made once registration is confirmed.

Will there be a refund if the run is called off due to bad weather?

No refunds will be made if the run is cancelled due to bad weather or unforeseen circumstances.

OTHERS

What happens if it rains before or during the event?

In case of wet weather before the event, the flag off will be postponed until after the rain has stopped. If it rains during the event, please follow the instructions of the race marshals and Singapore Sports Hub staff for your safety.

Can I transfer my registration to someone else?

No, you cannot transfer your registration to someone else. The person who participates must be the same person who registered for the event.

When will I receive my \$50 AirAsia Voucher?

The voucher is only eligible for those who signed up for the 5km/10km individual categories, up to the first 1,000 participants. The voucher will be emailed to you up to 3 weeks after registration. Please view the terms and conditions at <https://www.airasia.com/aa/pdf/campaign/AirAsia-Kallang-Run-Discout-Code.pdf>.

For further general enquiries, please view more information on our website www.sportshub.com.sg or contact our Customer Care team at (65) 6653 8900.

For enquiries regarding ticket purchase, you may visit <https://sg.bookmyshow.com/en/contact-support> or <https://sg.bookmyshow.com/en/faq>