

# Terms & Conditions of Booking (Non-Events)

## 1. Definitions and Interpretation

**Activity** means any activity for non-commercial, personal, recreational or training purposes carried out at any Venue or Facility by Patrons who make a booking in accordance with these Booking T&Cs. For the avoidance of doubt, events held at any Venue or Facility for a commercial and/or corporate purpose shall not constitute an Activity for the purposes of these Booking T&Cs;

**Booking T&Cs** means these terms and conditions of booking (inclusive of all schedules), as amended from time to time;

**e-bookings** means electronic bookings made by Patrons in accordance with these Booking T&Cs;

**e-confirmations** means electronic confirmations issued by SportsHub from time to time;

**NSAs** means the National Sports Associations, governed by SportSG, who use the Venue or Facility;

**OBS** means the online booking system on [www.sportshub.com.sg](http://www.sportshub.com.sg) used by Patrons to book Time Slots (defined below);

**Patrons** means individuals or groups booking the Venue or Facility for an Activity;

**SportsHub** means SportsHub Pte Ltd;

**Time Slots** means the time slots booked by Patrons on the OBS at the Venue or Facility for the purpose of the Activity. Each Time Slot shall be one (1) hour only. For the avoidance of doubt, Time Slots are not used for non-OBS Bookings. (Non-OBS Bookings are described in clause 3.3 and Schedule 1);

**Venue or Facility** refers to any of the venues or facilities set out in the list of Venues in Table A below and/or any other venue or facility located at SportsHub.

## 2. General

2.1 SportsHub has several Venues or Facilities that are available for booking by members of the public. SportsHub also organizes various community programmes at such Venues or Facilities from time to time.

2.2 The booking and use of a Venue or Facility is subject to your agreement to these Booking T&Cs and all other terms and conditions applicable to the relevant Venue or Facility. Patron(s) should review the Booking T&Cs carefully, as it forms a binding agreement between the Patron(s) and SportsHub.

2.3 These Booking T&Cs should be read in conjunction with the following SportsHub publications:

- (a) Data Protection Policy ([www.sportshub.com.sg/privacy-statement](http://www.sportshub.com.sg/privacy-statement));
- (b) Conditions of Entry ('Conditions of Entry') (<http://www.sportshub.com.sg/venues/Pages/Home.aspx>). Click on the relevant Venue;
- (c) SportsHub may also issue guidelines and/or other written instructions (collectively, "**Guidelines**") relating to the booking of a Venue or Facility, and/or the proper access and use of a Venue or Facility. All Patrons must comply with such Guidelines as may be applicable to their booking and use of a Venue or Facility; and
- (d) SportsHub's Sanctions Policy, available on request.

2.4 These Booking T&Cs shall apply to bookings made through all modes, including bookings in person, via telephone and/or e-mail and e-bookings and all e-confirmations issued by SportsHub for Patron(s) booking Time Slots for an Activity at a Venue or Facility.

**Table A: List of Venues**

Venue	Activity
OCBC Arena	Badminton, Basketball, Netball, Volleyball, Table Tennis
OCBC Aquatic Centre	Competition Pool, Training Pool
Water Sports Centre	Canoe, Kayak, Pedal Boat, Pedal Bike, Dragon Boat (20 Crew).
Community Outdoor Facilities	Basketball, Volleyball, Lawn Bowls

2.5 Unless prior approved by SportsHub, Time Slots shall not be used by any person / organization to make a personal financial gain or business profit, including but not limited to private hire, leagues and sport clinics and programmes. For the avoidance of doubt, Patrons that fail to adhere to this requirement and/or the Conditions of Entry for the relevant Venue or Facility will be denied entry to the Venue or Facility and/or removed from the premises by security staff and their booking of the Venue or Facility shall be considered void. SportsHub reserves the right to take any other action it deems necessary. For the avoidance of doubt, SportsHub will not refund any Patron(s) whose booking is deemed void as a result of the Patron(s)'s failure to adhere to the conditions set out in this clause 2.

### **3. Bookings and Use of Facilities**

#### **3.1 Bookings**

- (a) Patrons will be required to provide identification information (NRIC or FIN or passport numbers), along with valid photo identification as part of the booking.
- (b) Venues or Facilities are open for booking seven days (calendar days) prior to the relevant Time Slots. Patrons may book a Time Slot up to seven days (calendar days) in advance from the time of booking, subject to the availability of the desired Time Slot at the relevant Venue or Facility. Bookings can be made on a daily basis.
- (c) Patrons are entitled to book a Venue or Facility for up to two (2) Time Slots on the same day, consecutively or otherwise, for a single Activity. The usage of multiple identities to circumvent this restriction and to book a Venue or Facility for more than the maximum of two (2) Time Slots in the same day for a single Activity is strictly prohibited and any Patron(s) found doing so will be liable to having their bookings voided without refund from SportsHub.
- (d) Patrons who do not comply with these Booking T&Cs and/or who attempt to circumvent, abuse and/or otherwise disregard these Booking T&Cs to make bookings in breach of these Booking T&Cs may be subject to temporary or permanent bans from making bookings and/or other sanctions which SportsHub may impose, at its sole and absolute discretion. Please refer to SportsHub's Sanctions Policy for more information.

#### **3.2 Manner of Bookings and Payment**

3.2.1 Bookings can be made in the following ways:

- (a) In person;
  - (b) Telephone;
  - (c) E-mail; and
  - (d) E-booking.
- (a) To make a booking in person, the Patron should:
    - i. Arrive at the Customer Care Counter at the relevant Venue to make the booking; and
    - ii. Receive a confirmation slip and/or e-confirmation from SportsHub.
  - (b) To make a booking by telephone, the Patron should:
    - i. Telephone Customer Care (+65 6653 8900) and indicate the relevant Venue that the Patron(s) would like to make the booking for; and
    - ii. Receive an e-confirmation from SportsHub.
  - (c) To make a booking by e-mail, the Patron should:
    - i. E-mail the relevant Venue to make the booking; and
    - ii. Receive an e-confirmation from SportsHub.

- (d) To make an e-booking, the Patron should:
    - i. Go online at [www.sportshub.com.sg](http://www.sportshub.com.sg) to the relevant Venue to book; and
    - ii. Receive an e-confirmation from SportsHub.
  - 3.2.2 Any bookings, including e-bookings and e-confirmations, may not be sold, transferred, offered for sale at a premium, or for any form of commercial, trade or charitable purposes. This includes but is not limited to packaging the booking with accommodation, transportation, food or beverage or in association with competitions, promotions and advertising. Any such infringement will render the booking void, and SportsHub reserves the right, without prior notice, to seize and/or cancel any bookings that have been transferred, sold or not booked directly on the website or through SportsHub's Customer Care Counter in which case the booking fee paid shall be forfeited and no refund shall be payable.
  - 3.2.3 Where a fee is applicable, the fee must be paid at the time of booking. Payment can be made by credit card when booking online and by telephone, and by NETS, cash or credit card in person at the relevant Venue.
  - 3.2.4 Please note that different Venues may accept different forms of payment. For further details on payment conditions, Patrons should refer to Schedule 1 (Non-OBS Booking) applicable to the Venue where they intend to make a booking.
  - 3.2.5 Please note that any booking for a Venue or Facility shall only be deemed to have been confirmed once the Patron(s) pays any applicable fees and SportsHub sends an e-confirmation and/or issues a confirmation slip to the Patron(s) confirming the booking.
  - 3.2.6 In the event that a Patron is making a booking on behalf of another person (i.e. the "**User**"), the User must be present with the Patron at the time of using the booking. SportsHub shall be entitled to verify, by such means as SportsHub may deem necessary at its sole and absolute discretion that the Patron and the User has complied with this clause 3.2.6. SportsHub reserves the right to cancel and void any bookings made by a Patron on behalf of a User if the Patron and/or the User fails to comply with this clause 3.2.6.
- 3.3 **Non-OBS Bookings** (also known as "**Advance Bookings**")
- (a) The booking of a Venue or Facility for certain purposes can only be made by filling out and submitting the facility booking form provided by SportsHub ("Non-OBS Booking"). For details on when the Non-OBS Booking process applies, please refer to Schedule 1 (Non-OBS Booking) applicable to the relevant Venue.
  - (b) Any bookings which request usage of a Facility at a Venue outside of its normal state (e.g. floorball on a netball court) (a "**Deviation**") will be assessed on a case by case basis for the potential impact on other Patrons, health and safety risks and any other implications that such a Deviation may cause. Patrons may incur additional booking costs and may need to sign additional indemnity forms to complete the booking. SportsHub reserves the right to charge such additional booking costs and require the signing of such additional indemnity forms at its sole and absolute discretion.
  - (c) Venues or Facilities are only made available for use during SportsHub's general Public Opening Hours (7am to 10pm), except for the Water Sports Centre which closes at 8pm. In this regard, any requests for bookings of a Venue or Facility that fall outside of the regular Public Opening Hours will be assessed on a case by case basis. SportsHub reserves the right to charge such additional booking costs for bookings outside the regular Public Opening Hours.
  - (d) Events and National Sports Associations' (NSAs) training times will take priority over Non-OBS Bookings (defined below), and any exceptions will only occur at SportsHub's discretion.

## 4. Access to the Venue

4.1 To access the Venue, all Patrons must (unless otherwise approved by Customer Care) bring:

- (a) A printed confirmation or e-confirmation; and
- (b) A valid photo identification together with a document containing their NRIC or FIN or passport number.

4.2 Patrons must abide by the relevant Conditions of Entry for each Venue, and should be ready to present their identification and/or certification documents and booking receipts when entering the Venue. Patrons may be subjected to random onsite checks to ensure compliance with the Booking T&Cs.

## 5. Cancellation and Refunds

5.1 Patrons may change their Time Slot under certain conditions (**Time Slot Replacement**):

- (a) Where the Patron makes a request to Customer Care at least three days (calendar days) prior to the day of the Time Slot;
- (b) With prior approval from Customer Care; and
- (c) Where a Time Slot Replacement is available, within seven days from the day of approval from Customer Care.

If no Time Slot is available, the booking is forfeited and, where a fee is applicable, no refund shall be issued.

5.2 In the event a Patron decides to cancel the booking for any reason whatsoever after confirmation has been made or does not show up at the Venue at the time of the booking, no refund shall be given unless otherwise expressly provided for.

5.3 In the event SportsHub decides to cancel any booking, due to a breach in these Booking T&Cs, no refund or prior notice may be given.

## 6. Car Parking

6.1 Where applicable (depending on Facility location) car parking may be made available to a Patron.

6.2 SportsHub accepts no liability for any loss or damage which may result from a Patron's use of the car parking facilities. All such use is at a Patron's own risk.

6.3 The availability of a parking space is not guaranteed and spaces are available on a first come first served basis.

6.4 Parking may or may not be chargeable depending on the location of the Venue and any car park terms and conditions which are displayed shall apply.

## 7. Programmes

7.1 From time to time SportsHub may organize activities at the various Venues or Facilities (singularly "Programme", collectively "Programmes"), details of which can be found at [www.sportshub.com.sg](http://www.sportshub.com.sg).

7.2 In order to register for our Programmes, please follow the procedures set out in Section 3 (Manner of Bookings and Payment).

7.3 Each Programme may be subject to its respective terms and conditions supplementing those contained herein.

7.4 SportsHub reserves the right to modify the Programme content and structure, revise the Programme fees and/or change the Venue of the Programme without prior notice.

7.5 SportsHub reserves the right to cancel or reschedule a Programme for any reason whatsoever.

## 8. Bookings by NSAs or Corporate Entities

8.1 Bookings of the Venue by corporate entities are currently only available by filling out the Sports Facilities Booking Form provided by SportsHub and submitting it to the relevant Venue or Facility.

8.2 Bookings of the Venue by NSAs are governed by SportSG.

## 9. Collection and Use of Personal Data

- 9.1 Personal data refers to data about an individual who can be identified from either that particular data, or from that data or and other information which SportsHub have or are likely to have access to. Personal details such as NRIC or FIN numbers are collected from Patron(s) at the time of booking for authentication purposes and to validate the booking prior to the start of the Time Slot.
- 9.2 SportsHub will use and share your personal data in accordance with our Data Protection Policy. Please ensure that you review and fully understand our Data Protection Policy at [www.sportshub.com.sg/privacy-statement](http://www.sportshub.com.sg/privacy-statement). By providing your personal data in connection with a booking, you hereby agree that you have read, understood and agree to be bound by SportsHub's Data Protection Policy and to the terms set out herein.
- 9.3 The SportsHub website may contain links to other sites whose data protection and privacy policies may differ from ours. We are not responsible for the content and privacy practices of these other websites and encourage you to consult the privacy notices and/or policies of those sites.

## 10. Liability

- 10.1 It is the Patron's responsibility to read and understand these Booking T&Cs, the Conditions of Entry of the relevant Venue and such other documents issued by SportsHub which may be applicable, and to understand any accompanying risks, obligations and responsibilities. Please ensure that you seek advice from a medical practitioner before participating in any Activity. SportsHub and its employees, agents, contractors or instructors will not be liable for any personal injury you suffer during the course of any Activity.
- 10.2 By making a booking, or, by entering the Venue using the confirmation, a Patron is deemed to have read, understood, accepted and agreed to be bound by the Booking T&Cs and the Conditions of Entry of the relevant Venue.
- 10.3 If a Patron does not consent to the Booking T&Cs, the Patron must not use the benefits associated with the booking and/or enter the Venue.
- 10.4 If a Patron is making a booking on behalf of others (each a "Patron"), it is the Patron's responsibility to draw the Booking T&Cs to each Patron's attention and to seek each Patron's consent to provide his/her personal data to SportsHub.

## 11. Health & Safety

- 11.1 Patron(s) must ensure that they seek advice from a medical practitioner before participating in any Activity. Patron(s) are required to act responsibly and only participate in any Activity that their current state of health would permit, and which do not pose a risk to their health and safety or to the health and safety of other Patron(s) and participants.
- 11.2 By participating in the Activity and using the Facility/Venue, Patrons warrant and represent that they are physically and medically able to participate and have no physical or medical condition that would endanger their life or make their participation in such activity and usage of Facility/Venue unsafe or dangerous to them or to others.

## 12. Miscellaneous

- 12.1 Patrons under eighteen (18) years of age are required to seek parental consent before making a booking. Each person making such booking warrants that he/she is at least eighteen (18) years of age and has read and understood these Booking T&Cs.

- 12.2 SportsHub may take any legal action it deems necessary against any person who breaches any of the above Booking T&Cs.
- 12.3 SportsHub reserves the right to determine, amend, add to, delete from or vary these Booking T&Cs from time to time. Any change will be available at [www.sportshub.com.sg](http://www.sportshub.com.sg).
- 12.4 These Booking T&Cs and any dispute or claim arising out of or in connection with them shall be governed by, and construed in accordance with, the laws of Singapore. By agreeing to these Booking T&Cs, Patrons agree to submit to the exclusive jurisdiction of the courts of the Republic of Singapore.
- 12.5 In using the Venue or Facility, Patrons shall:
- (a) take care of the premises and equipment of the Venue or Facility and shall not cause any damage to the same;
  - (b) ensure that all equipment is returned to its original location;
  - (c) conduct themselves appropriately amongst other Patron(s) and participants and not interfere with any other Patron(s)' and participants' use of a Venue or Facility.
- 12.6 SportsHub reserves the right to remove from the Venue or Facility Patrons who are difficult and/or uncooperative, or whose act and conduct is deemed to be unreasonable and detrimental to the enjoyment, interests, well-being and safety of the other Patrons. SportsHub's decision in this respect is final and SportsHub shall not be required to make any refund if Patrons are deemed liable for such behaviour and/or conduct.
- 12.7 Patrons shall abide by all reasonable requests made by SportsHub's staff.
- 12.8 Patrons understand that they use the Facility/Venue and participate in the Activity at their own risk. They will not hold SportsHub and/or its agent/s liable for any personal injury or death arising from their usage of the Facility/Venue or participation in the Activity or for any loss of or damage to their property arising from their participation in the Activity.
- 12.9 Patrons further undertake that if, in the course of the usage of Facility/Venue or participation in the Activity, they deliberately or negligently cause any injury (whether fatal or otherwise) to any person or any damage to or loss of any property of any person, they shall indemnify SportsHub for any claims or actions taken against SportsHub in relation to the same.
- 12.10 Patrons shall be liable for any damage to the Facility/Venue or any part thereof or to any fitting, equipment or other property therein. Patrons shall pay for any damage (including any accidental damage) to the Facility/Venue caused by any act or neglect of themselves, their employees, agents or any person authorised by them to be on the premise.
- 12.11 Patrons shall use the Venue/Facility in accordance with their booking details and timing, and shall vacate the Venue/Facility at the expiration of their booking timing.
- 12.12 SportsHub shall not be responsible for Patron's personal property in any way during the booking period.
- 12.13 SportsHub reserves the right to close any Facility/Venue or any part therein, for any reason whatsoever, including without limitation, circumstances beyond SportsHub's control or in the interest of public safety or closure is ordered by the authorities, with or without prior notice. SportsHub shall bear no liability whatsoever in respect of such cancellations. SportsHub's decision shall be final and conclusive. Patrons are required to vacate outdoor Facilities immediately upon being notified of lightning warnings by SportsHub's staff.
- 12.14 Patrons shall not conduct any coaching, league operation, training or business activities (whether paid or unpaid) at the Venue, Facility or related premises without the prior written approval of SportsHub. SportsHub reserves the right to stop such activities and cancel the booking without refund in the event of breach.
- 12.15 If any court or competent authority finds that any provision contained in these Booking T&Cs (or part of any provision) is invalid, illegal or unenforceable, that provision or part provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of these Booking T&Cs shall not be affected.
- 12.16 No failure by SportsHub to enforce any provision in these Booking T&Cs shall constitute a waiver of the right to subsequently enforce that provision or any other provision of these Booking T&Cs. Such

failure shall not be deemed to be a waiver of any preceding or subsequent breach and shall not constitute a continuing waiver.

12.17 A person who is not party to these Booking T&Cs has no rights under the Contracts (Right of Third Parties) Act, Chapter 53B of Singapore, to enforce any term of these Terms of Use, but this does not affect any right or remedy of a third party which exists or is available apart from the said Act.

12.18 SportsHub reserves the right to amend or include additional conditions for the conduct of any Activity at a Venue or Facility where deemed necessary.

# SCHEDULE 1 – NON-OBS BOOKINGS (ADVANCE BOOKINGS)



# Venue: OCBC Arena

**Facility:** Badminton, Basketball, Netball, Volleyball, Table Tennis, Dance Studio.

## Bookings

In addition to the booking conditions set out in this Booking T&C, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coached session, whether on a one-to-one basis or for a group of Patrons;
Academic	Any school, university or academic group using the Facilities for education, training and/or competitive purposes;
Teams	A sports team/club using the facilities for training, competitive purposes, and or team building, including coached sessions;
Social and Community	An organized regular group using the Facilities to promote a group session whether for social, commercial or participation reasons;
Corporate	Any bookings made on behalf of a business or organization for Facility hire or team building

The Non-OBS Booking process shall apply when a booking and/or Activity involves four teams or more (per team maximum participants will be capped at 10). Additionally, staff of the relevant Venues reserve the sole discretion to determine when the Non-OBS Booking process is applicable.

To make a Non-OBS Booking, Patron(s) shall contact the Venue at [ocbc.arena@sportshub.com.sg](mailto:ocbc.arena@sportshub.com.sg) to enquire regarding availability. Upon receipt of the request, Venue will let the Patron know if the court/space is available and then will confirm the booking after the relevant paperwork has been completed.

Please commence the booking process at least 14 days prior to the date of use in order for the Venue to have sufficient time to complete the booking process. The various Venue Management Teams may, at its sole and absolute discretion, process a booking made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the relevant Venue Management Team shall be under no obligation to process the booking application.

Each booking for this Venue under the Non-OBS Booking process can be made three (3) months' in advance and any such booking made through the Non-OBS Booking process shall remain valid for that period of three (3) months, or any part thereof.

## Booking Entitlements

The following spaces are allowed to be booked through the Non-OBS Booking process, subject to availability, at one time for a maximum of four (4) Time Slots, whether consecutive or otherwise:

1 court – netball, volleyball and basketball; 3 tables – table tennis; 3 courts – badminton.

## Participation Numbers

Each hall in the Venue will have a maximum number of teams or adult participants for Non-OBS Bookings as follows:

8 adult participants or less - badminton and table tennis;

4 teams or less - basketball, volleyball and netball (each team can have no more than 10 players).

Groups where participants are less than 18 years of age should have adult supervision with the ratio of 15:1, meaning that for every 45 children, three adults should supervise the group during their activity. Patrons of bookings which do not have the correct ratio of adults to children will not be allowed to use the Venue.

## Payments

Once a Patron contacts the Venue and ascertains availability, the Patron will be required to make payment via cheque or bank transfer to the Venue Management Office. A cheque can also be sent via post. Once payment has been processed by the finance team, the Patron will be posted or emailed an invoice.

Please note that payment must be received 10 days prior to the date of use in order for the booking to be confirmed.

For further details on booking timings and prices, please refer to our website at [www.sportshub.com.sg/venues/Pages/ocbc-arena.aspx](http://www.sportshub.com.sg/venues/Pages/ocbc-arena.aspx).

# Venue: OCBC Aquatic Centre

**Facility:** Competition Pool lanes, Training Pool lanes.

## Bookings

In addition to the booking conditions set out in this Booking T&C, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coached session, whether on a one-to-one basis or for a group of Patrons;
Academic	Any school, university or academic group using the Facilities for education, training and/or competitive purposes;
Teams	A sports team/club using the Facilities for training, competitive purposes, and or team building, including coached sessions;
Social and Community	An organized regular group using the Facilities to promote a group session whether for social, commercial or participation reasons;
Corporate	Any bookings made on behalf of a business or organization for Facility hire or team building

The Non-OBS Booking process for this Venue shall apply when a booking and/or Activity involves 10 people or more. Additionally, staff of the relevant Venues reserve the sole discretion to determine when a Non-OBS Booking is applicable.

Please commence the booking process at least 14 days prior to the date of use in order for the Venue to have sufficient time to complete the booking process. The various Venue Management Teams may, at its sole and absolute discretion, process a booking made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the relevant Venue Management Team shall be under no obligation to process the booking application.

Each booking for this Venue under the Non-OBS Booking process can be made two (2) months' in advance and any such booking made through the Non-OBS Booking process shall remain valid for that period of two (2) months, or any part thereof.

## Booking Entitlements

No more than three (3) lanes per hour will be made available for booking through the Non-OBS Booking process and at all times a minimum of two (2) lap lanes will be available for the public to swim in.

Enquiries received for the booking of the Venue on weekends shall be taken on a case-by-case basis.

## Payments

Once the Patron ascertains availability at the Venue and wishes to make a booking, the Patron can make payment by cheque, NETS, cash or credit card in person. Payment of the booking fee will serve to confirm the booking.

Please note that payment must be received 10 days prior to the date of use in order for the booking to be confirmed.

For further details on booking timings and prices, please refer to the website at [www.sportshub.com.sg/venues/Pages/ocbc-aquatic-centre.aspx](http://www.sportshub.com.sg/venues/Pages/ocbc-aquatic-centre.aspx).

# Venue: Water Sports Centre

**Facility:** Canoe, Kayak, Pedal Boat, Pedal Bike, Dragon Boat (20 Crew).

## Bookings

In addition to the booking conditions set out in this Booking T&C, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coached session, whether on a one-to-one basis or for a group of Patrons;
Academic	Any school, university or academic group using the Facilities for education, training and/or competitive purposes;
Teams	A sports team/club using the facilities for training, competitive purposes, and or team building, including coached sessions;
Social and Community	An organized regular group using the Facilities to promote a group session whether for social, commercial or participation reasons;
Corporate	Any bookings made on behalf of a business or organization for Facility hire or team building

The Non-OBS Booking process for this Venue shall apply when a booking and/or Activity involves 8 persons or more. Additionally, Venue staff reserve the sole discretion to determine when a Non-OBS Booking is applicable.

Only Patrons who can fit into a personal floatation device are allowed to use this Venue. Minimum age is 7 years and anyone under the age of 12 years is required to be accompanied by an adult.

All users are to abide with the venue Conditions of Entry while on the premises. This includes staying within the demarcated areas based on the certifications of the users. Groups may combine the use of different craft types for their bookings.

Please commence the booking process at least 14 days prior to the date of use in order for the Venue to have sufficient time to complete the booking process. The various Venue Management Teams may, at its sole and absolute discretion, process a booking made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the relevant Venue Management Team shall be under no obligation to process the booking application.

## Booking Entitlements

Group bookings of equipment are subject to availability. The Venue has a commitment to guarantee 25% of its craft inventory as minimum availability for the public. As such, the Venue can only allow the remaining inventory to be let out for bookings made via the Non-OBS Bookings process. Please note that the aforementioned requirement is applicable to any kind of craft available in the Venue's inventory.

There will be no refunds in the event of inclement weather on the day of the booking/s, regardless of the session having commenced.

There will be no exclusive use of the facilities including the pontoon.

## Payments

Once the Patron has ascertained the availability of the equipment they intend to book and wish to make a booking, payment can be made by cheque. All queries can be sent to email: [watersportscentre@sportshub.com.sg](mailto:watersportscentre@sportshub.com.sg).

Please note that payment must be received 10 days prior to the date of use in order for the booking to be confirmed.

# Venue: Community Facilities

**Facility:** Basketball, Volleyball, Lawn Bowls.

## Bookings

In addition to the booking conditions set out in this Booking T&C, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coached session, whether on a one-to-one basis or for a group of Patrons;
Academic	Any school, university or academic group using the Facilities for education, training and/or competitive purposes;
Teams	A sports team/club using the facilities for training, competitive purposes, and or team building, including coached sessions;
Social and Community	An organized regular group using the Facilities to promote a group session whether for social, commercial or participation reasons;
Corporate	Any bookings made on behalf of a business or organization for Facility hire or team building

The Non-OBS Booking process shall apply when a booking and/or Activity involves four teams or more (per team maximum participants will be capped at 10). Additionally, staff of the relevant Venues reserve the sole discretion to determine when a Non-OBS Booking is applicable.

To make a Non-OBS Booking, Patron(s) shall contact the Venue at [experiencesports@sportshub.com.sg](mailto:experiencesports@sportshub.com.sg) to enquire regarding availability. Upon receipt of the request, Venue will let the Patron know if the court/space is available and then will confirm the booking after the relevant paperwork has been completed.

Please commence the booking process at least 14 days prior to the date of use in order for the Venue to have sufficient time to complete the booking process. The various Venue Management Teams may, at its sole and absolute discretion, process a booking made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the relevant Venue Management Team shall be under no obligation to process the booking application.

## Booking Entitlements

The following spaces are allowed to be booked through the Non-OBS Booking process, subject to availability, at one time for a maximum of twelve (12) Time Slots, whether consecutive or otherwise:

1 court – volleyball, basketball and lawn bowls.

Each booking for this Venue under the Non-OBS Booking process can be made one (1) month in advance and any such booking made through the Non-OBS Booking process shall remain valid for that period of one (1) month, or any part thereof.

## Participation Numbers

Each hall in the Venue will have a maximum number of teams or adult participants for Non-OBS Bookings as follows: 4 teams or less - Basketball, volleyball and Lawn Bowls (each team can have no more than 10 players).

Groups where participants are less than 18 years of age should have adult supervision with the ratio of 15:1, meaning that for every 45 children, three adults should supervise the group during their activity. Patrons of bookings which do not have the correct ratio of adults to children will not be allowed to use the Venue.

## Payments

If payment is applicable, once a Patron contacts the Venue and ascertains availability, the Patron will be required to make payment via cheque or bank transfer to the Venue Management Office. A cheque can also be sent via post. Once payment has been processed by the finance team, the Patron will be emailed an invoice.

Where applicable, please note that payment must be received 10 days prior to the date of use in order for the booking to be confirmed.