



CNY Scratch & Win Promotion

Frequently Asked Questions

1. What is the CNY Scratch & Win Promotion?

You will receive a Scratch & Win card and stand to win attractive prizes when you participate in any eligible activities at Singapore Sports Hub.

2. What is the promotion period of the CNY Scratch & Win?

This promotion is valid from 25 January to 26 February 2021 and will end when the Scratch & Win Cards are fully distributed.

3. How many Scratch & Win Card can I get for participating in an activity?

You are entitled to one (1) Scratch & Win Card per receipt or when you participate in any of eligible Sports Hub activities. Redemptions of the cards have to be made on the same day of purchase or participation.

4. What are the activities eligible for the Scratch & Win Cards?

The eligible activities can be found in the table below and any unlisted activities will not eligible for redemptions.

Venues	Activities
Community Programmes	<ul style="list-style-type: none"> › Garmin Sports Sessions › Experience Sports Programmes › Sports Hub FLEX
OCBC Arena	<ul style="list-style-type: none"> › Sports Hub Gym (applicable for walk-in and renewal of 30-Day Pass) › SURFSET Fitness › Kids Dance Class (applicable for drop-in and purchase of 8 sessions class pass) › Indoor Court Booking (applicable for Basketball, Badminton, Netball, Volleyball and Table Tennis court) › Sports Hub Basketball Academy › Sports Hub Netball Academy
OCBC Aquatic Centre	<ul style="list-style-type: none"> › Swim Pass (applicable for purchase or renewal of 8+2 Visit, 30 Days and 90 Days pass)
Splash-N-Surf	<ul style="list-style-type: none"> › Stingray®
Water Sports Centre	<ul style="list-style-type: none"> › Kayak & Canoe Rental › Kayak Pass (applicable for new purchase or renewal) › Dragon Boat Rental

5. How can I get the Scratch & Win Cards?

Redemptions of the Scratch & Win Cards are available at the information counters of the respective venues (or Sports Hub Gym) from 25 January to 26 February 2021. A valid booking confirmation email or receipt must be presented during your redemption. Each booking confirmation email or receipt is allowed to redeem up to one (1) Scratch & Win Card on a first-come first-served basis, while stocks last.

6. What are the prizes for the Scratch & Win promotion?

You stand a chance to win any of the following prizes:

- › \$80 Kallang Wave Mall Cash Vouchers
- › Sports Hub CNY Red Packets
- › Limited Edition Sports Hub Badges
- › Sports Hub Stationery Set
- › Experience Sports Cap
- › Experience Sports T-Shirt (available in Orange/ Green)*



CNY Scratch & Win Promotion Frequently Asked Questions

- › Experience Sports Utility Bag
- › Experience Sports Water Bottle
- › Sports Hub Gym Free Trial
- › Sports Hub Kids Ultimate Multi-Sports class Free Trial
- › Sports Hub Basketball Academy Free Trial
- › Fun Toast Free Drink (Kallang Wave Mall only)
- › National Stadium 3D Puzzle
- › Sports Hub Sports Towel

**Note: T-shirt colours and sizes are issued on a first-come, first-served basis (while stocks last).*

7. Where do I redeem my Scratch & Win prize?

You are required to present the original Scratch & Win Card at the following locations.

Prizes	Redemption Locations / Methods
\$80 Kallang Wave Mall Cash Vouchers	Visitors Centre
Sports Hub CNY Red Packets (1 Pack)	
Limited Edition Sports Hub Badges (Set of 3)	
Sports Hub Stationery Set (Set of 5 Pens and 1 Pencil Case)	
Experience Sports Cap (1 Unit)	
Experience Sports T-Shirt (1 Unit)	
Experience Sports Utility Bag (1 Unit)	
Experience Sports Water Bottle (1 Unit)	
National Stadium 3D Puzzle (1 Unit)	
Sports Hub Sports Towel (1 Unit)	
Fun Toast Free Drink	Fun Toast, #01-39, Kallang Wave Mall
Sports Hub Gym Free Trial (1 Session)	Email gym@sportshub.com.sg with snapshots of the front and back of the card for redemption
Sports Hub Kids Ultimate Multi-Sports class Free Trial (1 Session)	Email ocbc.arena@sportshub.com.sg with snapshots of the front and back of the card for redemption
Sports Hub Basketball Academy Free Trial (2 Sessions)	

8. When can I redeem the Scratch & Win prize?

All prizes must be redeemed from 25 January to 31 March 2021.

9. Can I replace or exchange my prize?

All prizes are non-exchangeable or non-replaceable and will only be issued according to the original Scratch & Win card.

10. I lost my Scratch & Win Card. Can I still redeem the prize?

The original Scratch & Win Card must be presented at the point of redemption and there will be no replacement of any lost or stolen Scratch & Win cards.

11. Can I still redeem my prize after 31 March 2021?

No, all unclaimed prizes after the redemption period will automatically be forfeited and there will not be any compensation or whatsoever.



12. Who can I contact for more information?

You may contact our Customer Care Team at +65 6653 8900 (Monday to Sunday, 7am to 10pm).