

## December Aquatic Fitness Pass FAQ

**1. I am interested to register for Aqua Fitness classes. How do I go about it?**

Participant may choose to join the classes by purchasing the Aqua Fitness Pass or simply drop-in. Registration and payment are available at OCBC Aquatic Centre information counter.

**2. Can I help purchase for a friend?**

Yes, you can. Please ensure that you have your friend's signed user agreement form upon registration. User Agreement form can be found on our website:

<https://mediabank.sportshub.com.sg/documents/AQC/15+08+2016+User+Form+and+Disclaimer+FINAL+-+AQC.pdf>

**3. What is Aqua Fitness Pass and how much?**

Aqua Fitness Pass allows participant to join as many aqua fitness classes offered in December only. The pass is valid from 3 to 22 December 2018 only.

Dates:	5 to 19 Nov	20 Nov to 3 Dec
Adult Rate:	Early Bird - \$168	\$178
Senior Citizen Rate:	\$168	

**4. Will you still be able to purchase the Aqua Fitness Pass after 3 December 2018?**

No, Aqua Fitness Pass will only be sold from 5 November to 3 December 2018.

**5. Is the Aqua Fitness Pass transferable?**

No, the Pass is strictly non-refundable and non-transferable.

**6. How many class offering for this Aqua Fitness Pass and what are the classes?**

A total of 19 class offerings. Please refer to our website on the class offerings for December 2018 Promotion: <https://www.sportshub.com.sg/aquaticprogrammes>

**7. I do not want to purchase the Aqua Fitness Pass. Can I just do a drop-in?**

Yes. Patron can drop-in to OCBC Aquatic Centre information counter to register and make payment starting 1 December 2018. Availability is based on first come first serve.

**8. How much is the drop-in rate?**

Drop-in rate for Aqua Fitness is at \$30 per session, SAF Aqua Drums Vibes® Combo and Hydrofit Combo is at \$40 per session, Aqua Bike is at \$50 per session.

**9. How do I know if there are still slots for Drop-in?**

Participant may contact us at +65 6653 8900 to check. Do note we do not reserve slots.

**10. Drop-in slots are full. Is there a waiting list?**

No, there is no waiting list for drop-in participants.

**11. I have purchase an Aqua Fitness Pass. How do I book for the classes?**

Booking of class starts from 26 November 2018 onwards. We accept reservation onsite from 7am to 10pm or pass holder can contact us at +65 6653 8900 from 10am to 5pm daily. Slots are based on first come first serve.

**12. What do I need to provide when booking classes?**

Participant to provide name, serial number and class name when booking for classes over the phone.

**13. Can I book for my friend as well?**

Yes, you can. Do provide his/her name, serial number and class.

**14. Classes are full. Is there a waiting list?**

Applicable only for pass holders. Should there be any patron who release their slot, you will be contacted between 5pm to 6pm.

**15. I have filled in the user agreement form before. Do I still have to do it?**

Yes, kindly assist in filling the indemnity form.

**16. I found out I have a medical condition, what should I do?**

We strongly encourage you to get doctor's clearance before you sign up. Do note that there will be no refund after payment is made for whatsoever reason. If you have already started the classes and found out that you have a medical condition with a doctor's clearance, kindly declare and fill in the User Agreement Form again. Please approach our Customer Care officers for assistance. It is your responsibility to keep us inform of any medical condition(s).

**17. How will I know if the programme is confirmed?**

December classes are confirmed.

**18. What is the maximum size for a class?**

Aqua Bike can take up to 10 participants, Aquatic Fitness Programme and SAF Aqua Drums Vibes®Combo can take up to 20 participants and Hydrofit Combo can take up to 12 participants. Slots are based on first come first serve.

**19. Do I need to bring any aqua shoes for Aqua Fitness class?**

Patron will only need aqua shoes for Aqua Bike class.

**20. I do not have aqua shoes; do you provide rental?**

Unfortunately, we do not do any rental due to hygiene.

**21. What is the attire for SAF Aqua Drums Vibes®Combo?**

Participants may bring goggle and must wear appropriate swimwear at all times, swimwear material should be colourfast and light-wear.

**22. What is the attire for Hydrofit Combo class?**

Participants are encouraged to wear swim tights/shorts for this workout. Lightweight material suitable for swim wear such as lycra, spandex or nylon.

**23. I am unable to attend most of the classes; can I have my family/ friends to attend on my behalf?**

No. Before attending the class, you are required to check-in at the Customer Care counter with the Aqua Fitness Pass and NRIC for verification. The Aqua Fitness Pass is strictly non-refundable but transferable. Patron is strictly prohibited from selling, re-selling, transferring, leasing or lending this pass to a third party.

**24. I reserve for this particular Aqua Fitness class, why is it a different class now?**

SportsHub may postpone, change, cancel, interrupt or stop, or deny access to and/or use of the Activity in the event of any emergencies, dangerous situations, maintenance works or any other causes without notice.

**25. How do I redeem the complimentary 8+2 Swim Pass?**

The complimentary 8+2 Swim Pass will be activated and given to participant on the same date when they purchase the fitness pass at the Customer Care counter.

**26. How do I redeem the 5% off for next term January to March 2019 classes?**

The 5% off Redemption Card must be presented to Customer Care and it is only valid till 7 January 2019. This card will expire after the expiration date and this redemption is only applicable for minimum of 8 full sessions signups only.

**27. Is the 8+2 Swim Pass and the 5% off for next term January to March 2019 transferable?**

Yes, it is transferable to a friend or family member. It is not exchangeable for cash or another voucher. Your friend/ family member is required to present the 5% off redemption card/pass when registering for next term class.

**28. Will there be any replacement of the redemption card/pass if lost?**

No, there will not be any replacement for any loss of redemption card/pass.

*Updated as of 29 October 2018*