

June 2019 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 detail 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 June only. Aqua Fitness Pass standard rate is at \$188 from 13 May to 12 June 2019. Catch our early bird promo rate at \$168 (Public) and \$148 (Term 2 participants only) from 24 April to 12 May 2019. The pass is valid from 1 to 29 June 2019 only.

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

A total of **17** class offerings. Please refer to our website on the class offerings for June 2019 Promotion: <http://www.sportshub.com.sg/Venues/Pages/OCBC-Aquatic-Centre/aqua-classes.aspx>.

5. 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 Monday, 27 May 2019. Availability is based on first come first serve.

6. How much is the drop-in rate?

Drop-in rate for Aqua Fitness is at \$30 per session, Aqua Drums Vibes is at \$40 per session, and Aqua Bike/ Spin Aqua Tone is at \$50 per session.

7. 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.

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

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

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

Booking of class starts on Monday, 27 May 2019. 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.

10. 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.

11. Can I book for my friend as well?

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

12. 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.

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

Allow us to check on the validity of your indemnity form by providing your name or contact number. If it is still within a year, you need not fill in the form again unless expired. We appreciate your kind understanding and cooperation.

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

Please approach our Customer Care officer for assistance. We strongly encourage for you to declare and update your indemnity form. Do also let your instructor know when you attend your class. It is your responsibility to keep us inform of any medical condition(s).

15. How will I know if the programme is confirmed?

June classes are confirmed.

16. What is the maximum size for a class?

Aqua Bike/ Spin Aqua Tone – 10 participants.

Aquatic Fitness Programme and Aqua Drums Vibes Combo (Shallow+Deepwater) – 20 participants.

**Slots are based on first come first serve.*

17. Do I need to bring any aqua shoes for aqua fitness class?

Patron will need aqua shoes for Aqua Bike and Spin Aqua Tone (SAT) class only.

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

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

19. 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 and transferable. Patron is strictly prohibited from selling, re-selling, transferring, leasing or lending this pass to a third party.

20. I would like to redeem my 1 (one) time complimentary session, how do I go about it? Is it transferable?

Two (2) time complimentary session can only be redeem for **Term 3: July to Sep 2019** and transferable. Do note that you are required to fill in the indemnity form at the counter if you are a new participant or your indemnity form has expired.

You can contact us at +65 6653 8900 to check on the availability of class slot, take note no reservation is allowed. You are required to provide your name and/or June Aqua Fitness Pass receipt number at the counter. After which, the Customer Care officer will handover you the redemption list for you to sign/ acknowledge.

21. When will be the last day of redemption?

Please refer to our term 3 programmes schedule on our website.

22. I reserve for this 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.

Updated as of 22 April 2019