

Japan Summer Festival in conjunction with Sports Hub Community Play Day

Frequently Asked Questions



SINGAPORE SPORTS HUB
where singapore comes to play

- 1. When will Japan Summer Festival in conjunction with Sports Hub Community Play Day be held?**
 - › This event will be held on 7 and 8 September 12pm to 9pm at the National Stadium.

- 2. What can we expect at the Japan Summer Festival in conjunction with Sports Hub Community Play Day?**
 - › Over 100 authentic Japanese food & beverage, merchandise and Japanese-themed game booths
 - › Immersive experience of traditional Japanese customs through activities such as the Bon-Odori dance, Yukata try-outs, a Pokémon carnival & Pikachu Dance Parade, Japanese stage performances and more
 - › Heritage Challenge - a fun-filled activity incorporating elements of Singapore's traditional heritage with various challenges that comprise of popular games in yesteryear such as Capteh, Five Stones, Jump Rope, Giant Snake & Ladders, as well as the nostalgia infused OHANA Games.
 - › J-Pop Fitness Dance Jam - Lead by Singapore based Japanese instructors, the J-Pop Fitness Dance Jam is a fusion of Japan pop-culture and fitness workout choregraph for both the Japanese and local community.
 - › Community Fitness Assessment - Participants will be given the opportunity to keep track of their fitness progress and goals.
 - › Family Pedal Go-Kart - Families can get a tast of kart racing where participants can compete against each other in an "eco-friendly" pedal go-karts.

- 3. Are the games in the event free for all?**
 - › Majority of the games (i.e. Pokemon Carnival, Arcade Games, Singapore GP's F1 Roving Truck, Women's Tennis Association (WTA) activities) are free for all. However, the games at the Japanese-theme game booths are chargeable at \$2 per game.

- 4. Is the Yukata try-out free for all?**
 - › Yukata try-out is available at a rental rate of \$15. A deposit of \$35 is required and is refundable upon return of Yukata/Obi. Only cash payments will be accepted. The yukatas are available for rental on 7 and 8 September from 1500hrs onwards.
 - › Please return all yukatas to the Yukata Dressing Corner by 2100hrs on 7 and 8 September.
 - › For customers who bring along their own yukatas, the Yukata Dressing Service is also available at \$5 per customer. This service is available on 7 and 8 September from 1500hrs to 1830hrs.

- 5. Do I need to purchase an admission into the event?**
 - › Yes, admission tickets can be purchased through our authorised point of sale until 6 September 2019, 2359hrs. You may click [here](#) to purchase your tickets online.
 - › Alternatively, tickets are also available for sale at the ticketing booth (located outside Gate 6) during both event days.

- 6. Where can I purchase the admission tickets?**
 - › Tickets are available for sale at \$6 per ticket through our authorised points of sale until 6 September 2019, 2359hrs.
 - › Tickets are also available at \$8 per ticket at the ticket booth (located outside Gate 6) on 7 September 2019 (from 1100hrs to 1900hrs) and 8 September 2019 (1100hrs to 1800hrs).



7. Do I need to purchase admission tickets for my children into the event?

- › Yes. However, there will be complimentary entry for children below 1.2metre in height. Please note that an admission ticket is required for children above 1.2metre in height.

8. I purchased my ticket for 7 September 2019 but did not attend the event on that day. Will my ticket be valid on 8 September 2019?

- › No, the ticket is dated and is valid only for admission on the date that is stated on the ticket.

9. Can I get a refund if I am unable to participate?

- › There will be no refunds once the tickets are purchased.

10. How do I register for J-Pop Fitness Dance Jam?

- › Please register for J-Pop Fitness Dance Jam [here](#).
- › Complete your registration online and register early as slots are limited and on a first-come, first-served basis.

11. How would I know if my registration for J-Pop Fitness Dance Jam is successful?

- › Upon successful registration, you will receive a booking confirmation via email. We will send you a confirmation email a week before the Japan Summer Festival / Sports Hub Community Play Day event.

12. Do I need to purchase an admission ticket after getting the booking confirmation for J-Pop Fitness Dance Jam?

- › Yes, you will need to purchase an admission ticket via [online](#) or on-site ticket booth (located outside Gate 6). The admission ticket is not included in the registration of the J-Pop Fitness Dance Jam.

13. What should I do if I do not receive a booking confirmation?

- › The email might have been blocked by your email server and/or is treated as a SPAM mail. If you are unable to locate the email in your SPAM folder, please click [here](#) to retrieve your booking. Alternatively, you may drop us an email at experiencesports@sportshub.com.sg with your full name and activity registered for.

14. Can I register for the J-Pop Fitness Dance Jam on site on 7 and 8 September 2019?

- › Yes, you may. However, please note that slots for these activities are limited.

15. Is the registration transferable?

- › No, it is not.

16. Are there any age/height restrictions for J-Pop Fitness Dance Jam?

- › The minimum age is 7 years old (as of 31 December 2019).

17. Can I bring any food or beverage purchased outside of the National Stadium into the venue?

- › No outside food & beverage can be brought into the National Stadium unless purchased from the authorised stalls in the venue.

18. Am I allowed to bring pets to the event?

- › Pets are not allowed at the event. However, service animals such as guide dogs accompanying visually handicapped patrons are allowed at the event.



19. Lost and found

- › Items found should be returned to the information counter located at Gate 6 of the National Stadium. All unclaimed items will be kept for a period of 60 days after the event (excluding perishables) and discarded after.

20. What happens if I am not feeling well during the event?

- › Please proceed to the First Aid post located within the National Stadium.
- › Alternatively, you may approach any of our medics on duty.

21. Who should I look for if I require assistance upon entering the event?

- › You may proceed to the Information Booth located within the National Stadium.
- › Our friendly Ambassadors in red or blue event t-shirt will be happy to assist you with any queries.

22. How do I get to the Japan Summer Festival in conjunction with Sports Hub Community Play Day?

- › Please visit <http://www.sportshub.com.sg/getting-here> for more information.
- › By Train: Stadium MRT (Exit A)
- › By Taxi: Drop off at I30 Taxi Stand, Kallang Wave Mall
- › By Car: Park between Carpark B10 and B12
- › By Bus: Service 11, alight outside Singapore Indoor Stadium

23. How do I enter the National Stadium?

- › The entrance is at Gate 3, National Stadium.
Security and bag checks will be performed on every visiting patron.

24. Can I consume alcohol or liquor during the event?

- › Yes, you may only consume alcohol or liquor within the event field-of-play in the National Stadium, during the event.
- › Alcohol or liquor can be purchased from one of the SATS DN booth located within the National Stadium.

25. Can I consume alcohol or liquor purchased from other sources within the National Stadium?

- › Due to alcohol licensing requirements, only alcohol sold by SATS DN booths can be consumed within the designated area of the National Stadium.
- › Alcohol sold by other sources, apart from SATS DN booths, cannot be consumed onsite.

26. What happens during inclement weather or unforeseen circumstances?

- › This is a rain or shine event. In the event of unforeseen circumstances, the Organisers may suspend certain activities at the National Stadium.

27. Will there be a baggage deposit service?

- › There will not be any baggage deposit services and therefore we encourage you to travel light.

28. Who can I contact for more information?

- › You may contact our Customer Care Team at +65 6653 8900. Alternatively, for enquiries related to Sports Hub Community Play Day, you may drop us an email at experiencesports@sportshub.com.sg.