

Frequently Asked Questions (Smarte Carte)

1. Where are the locations of the lockers?

Lockers are available at the following locations within the Singapore Sports Hub:

Singapore Indoor Stadium

- North Forecourt Lift Lobby (Level 2)

National Stadium

- Overhead Bridge from Kallang MRT Station/Near Gate 15

2. What is the size of the locker?

The dimensions of the locker are:

450mm (H) x 285mm (W) x 450mm (D) (Standard Size)

940mm (H) x 420mm (W) x 550mm (D) (Large/Baggage size)

3. What are the available payment modes?

The payment modes are Credit, Debit card for Mastercard/Visa including PayWave, Samsung Pay, Apple Pay, Alipay, Wechat Pay & Paynow

4. What is the pricing structure for the lockers?

Locker rental rates are as follows:

- Standard Size: \$6 for 6 hours (multiple uses)
- Large/Baggage Size: \$10 for 6 hours (multiple uses)

5. Will there be a deposit counter if my items cannot fit into the lockers?

The deposit counter is only available for selected events and a non-refundable fee of \$10 is charged per item.

6. I am experiencing some issues with the locker. What should I do?

For technical assistance, please contact SmartCarte's support hotline at +65 9117 6311 (24/7)

7. I forgot my pin. What should I do?

Kindly contact KASM staff. A charge of \$5 will be applied for assistance with unlocking.

8. What happens to unclaimed items?

All unclaimed items left beyond 24 hours after the rental period ends will be cleared and stored for a period of 30 days. After this period, the unclaimed items are disposed of or surrendered to the Singapore Police Force. For valuable items or items that do not have a long shelf-life, these items will be surrendered to the Singapore Police Force or disposed before the stipulated period as Singapore Sports Hub deems fit.

9. Can I store food or living creatures in the lockers?

Items such as perishable goods, living creatures, flammable materials, weapons or illegal substances are prohibited from being stored in the lockers.

Frequently Asked Questions (Locker & Lock)

1. Where are the locations of the lockers?

Lockers are available at the following locations within the Singapore Sports Hub:

Singapore Indoor Stadium

- Box Office (Level 1)

Kallang Wave Mall

- Near Yunomori Onsen (Level 2)
- Near F45 (Level 2)

OCBC Arena

- Outside OCBC Arena (Level 1)

2. What is the size of the locker?

The dimensions of the locker are:

437.5mm (H) x 310mm (W) x 430mm(D) (Standard Size)

895mm (H) x 410mm (W) x 600mm(D) (Large/Baggage size)

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