

1. DEFINITIONS AND INTERPRETATION

- (a) **Activity** means any activity for non-commercial, personal, recreational or training purposes carried out at any Facility by the Patron(s) who makes a booking(s) in accordance with these Terms & Conditions of Booking (Non-Events) ("**Booking T&Cs**"). For the avoidance of doubt, events held at any Venue or Facility for a commercial and/or corporate purpose shall not constitute an Activity for the purposes of these Booking T&Cs.
- (a) **Company** means The Kallang Group Pte. Ltd.
- (b) **Booking T&Cs** means these terms and conditions of booking (inclusive of all schedules), as amended from time to time.
- (c) **e-booking(s)** means electronic booking(s) made by the Patron(s) in accordance with these Booking T&Cs.
- (d) **e-confirmation(s)** means electronic confirmation(s) issued by the Company from time to time.
- (e) **Facility(s)** refers to any of the facilities set out in the list of Venues and Facilities in Table A below and/or any other facility located at the Kallang.
- (f) **Non-OBS Bookings** have the meaning provided in Clause 3.3 and Schedule 1.
- (g) **OBS** means the Company's online booking system on www.thekallang.com.sg/ used by the Patron(s) to book Time Slot(s).
- (h) **Patron(s)** means an individual(s) or group(s) booking any Facility for an Activity.
- (i) **Time Slot(s)** means the time slot(s) booked by the Patron(s) through OBS for the purpose of the Activity. Each Time Slot shall be one (1) hour only. For the avoidance of doubt, Time Slot(s) is not used for non-OBS Bookings.
- (j) **Venue(s)** means the Venue(s) the list of which is provided in Table A below.

2. GENERAL

- 2.1 The Company has several Facilities at The Kallang that are available for booking by members of the public. The Company also organises various community programmes at such Facilities from time to time.
- 2.2 The booking and use of a Facility is subject to the Patron(s)'s agreement to these Booking T&Cs and all other terms and conditions applicable to the relevant Venue or Facility. The Patron(s) should review the Booking T&Cs carefully, as it forms a binding agreement between the Patron(s) and the Company.
- 2.3 These Booking T&Cs should be read in conjunction with the following publications of the Company:
 - (a) Data Protection Policy (www.thekallang.com.sg/privacy-policy);
 - (b) Conditions of Entry (www.thekallang.com.sg/conditions-of-entry); and
 - (c) The Company may also issue guidelines and/or other written instructions (collectively,

"Guidelines") relating to the booking of a Facility, and/or the proper access and use of a Venue or Facility. The Patron(s) must comply with such Guidelines as may be applicable to the Patron(s)'s booking and use of a Facility.

- 2.4 These Booking T&Cs shall apply to booking(s) made through all modes, including booking(s) in person, via telephone, e-mail and e-booking, and all e-confirmation(s) issued by the Company to the Patron(s)'s booking Time Slot(s) for an Activity at a Facility.

Table A: List of Venues and Facilities

Venue	Facility
OCBC Arena	Courts for Badminton, Basketball, Netball, Volleyball, Table Tennis
OCBC Aquatic Centre	Competition Pool, Training Pool
Water Sports Centre	Canoe, Kayak, Dragon Boat (20 Crew).
Community Outdoor Facilities	Courts for Basketball (The Kallang Hard Courts), Pickleball (The Kallang Hard Courts), Beach Volleyball, Lawn Bowls, Giant Chess
Kallang Tennis Hub	Tennis Courts (Indoor and Outdoor), Junior Courts (Outdoor dual-use: Junior Tennis and Pickleball)

- 2.5 Unless prior approved by the Company, Time Slot(s) shall not be used by any person(s) / organisation(s) to (a) make a personal financial gain or business profit, including but not limited to private hire, leagues, and sport clinics and programmes, or (b) conduct any coaching, league operation, training or other business activities (whether paid or unpaid). For the avoidance of doubt, any Patron(s) who fail to adhere to this requirement and/or the Conditions of Entry for the relevant Venue or Facility will be denied entry to the Venue or Facility and/or removed from the premises by security staff, and the Patron(s)'s booking of the Facility shall be considered void. The Company reserves the right to take any other action it deems necessary. For the avoidance of doubt, the Company will not refund any Patron(s) whose booking is deemed void as a result of the Patron(s)'s failure to adhere to the conditions set out in this Clause 2.

3. BOOKINGS

3.1 Bookings

- (a) The Patron(s) will be required to provide identification information (NRIC or FIN or passport number), when making a booking.
- (b) The Patron(s) making a booking(s) via OBS will need to set-up an account and the account name must match the name on the booking e-confirmation and on the valid photo ID used for entry verification. Otherwise, entry will be denied.
- (c) The Patron(s) may, unless stated otherwise, book a Time Slot(s) up to seven (7) calendar days in advance, subject to availability of the desired Time Slot(s) at the relevant Facility. Bookings can be made daily.
- (d) Unless stated otherwise, the Patron(s) is entitled to book a Facility for up to two (2) Time Slots on the same day, consecutively or otherwise, for a single Activity.
- (e) The usage of multiple identities to circumvent this restriction and to book a Facility for more than the maximum of two (2) Time Slots in the same day for a single Activity is strictly prohibited and any Patron(s) found doing so will be liable to having his/her booking(s) voided without refund from the Company.
- (f) Booking sessions programmatically by using computer automation, scripting or programming is strictly prohibited. Any bookings found using such methods will be cancelled and considered void.
- (g) Violation or breach of any of the terms of these Booking T&Cs or any other rules and regulations, may result in strict and harsh action against the perpetrator which may include temporary or permanent ban from the Venue.

3.2 Manner of Bookings and Payment

- (a) Bookings can be made in the following ways:
- (i) In person (*except for Tennis and Pickleball Courts at Kallang Tennis Hub and Pickleball Courts at The Kallang Hard Courts*):
 - 1. the Patron(s) should approach the Company's customer care counter at the relevant Venue to make the booking; and
 - 2. receive a confirmation slip and/or e-confirmation from the Company.
 - (ii) Telephone (only for Facility(s) that are free of charge):
 - 1. the Patron should call the Company's customer care team (+65 6653 8900) and indicate the relevant Venue and Facility the Patron(s) would like to make a booking for; and
 - 2. receive an e-confirmation from the Company.
 - (iii) E-mail:
 - 1. the Patron(s) should e-mail the relevant Venue to make the booking; and
 - 2. receive an e-confirmation from the Company.
 - (iv) E-booking:
 - 1. the Patron(s) should go online at www.thekallang.com.sg/ to the relevant Venue to book a Facility; and
 - 2. receive an e-confirmation from the Company.
- (b) Patrons under 18 years of age are required to seek parental consent before making a booking(s). Each person making such a booking(s) warrant that he/she is at least 18 years of age and has read and understood these Booking T&Cs.
- (c) Booking(s) cannot be sold, transferred, offered for sale, or for any form of commercial, trade or charitable purposes. This includes but is not limited to packaging the booking(s) with accommodation, transportation, food or beverage or in association with competitions, promotions and advertising. Any such infringement will render the booking(s) void, and the Company reserves the right, without prior notice, to seize and/or cancel any booking(s) that have been transferred, sold or not booked directly through the Company's authorised booking channels listed under Clause 3.2 (Manner of Bookings and Payment). The booking fee(s) paid shall be forfeited and no refund shall be payable.
- (d) Where a fee is applicable, the fee must be paid at the time of booking. Payment can be made by credit card when booking online, and by NETS, cash, or credit card in person at the relevant Venue.
- (e) Please note that different Venues may accept different forms of payment. For information on payment conditions at the Venue where the Patron(s) intends to make a booking(s), the Patron(s) should refer to Schedule 1 (Non-OBS Booking).
- (f) Please note that any booking(s) for a Facility shall only be deemed to have been confirmed after the Patron(s) pays any applicable fees and the Company sends a booking e-confirmation and/or issues

a confirmation slip to the Patron(s).

- (g) The Patron(s) shall use the Facility in accordance with the Patron(s) booking(s) details and timing and shall vacate the Facility at the expiration of the Patron(s) booking(s) timing.

3.3 Non-OBS Bookings (also known as “Advance Bookings”)

- (a) The booking of a Facility for certain purposes can only be made by filling out and submitting the facility booking form provided by the Company (“**Non-OBS Booking**”). For details on when the Non-OBS Booking process applies, please refer to the relevant Venue listed in Schedule 1 (Non-OBS Booking).
- (b) Booking(s) where the usage request for a Facility at a Venue is outside of its normal state (e.g. floorball on a netball court) (a “**Deviation**”) will be assessed on a case-by-case basis for the potential impact on other Patrons, health and safety risks, and any other implications that such a Deviation may cause. The Patron(s) may incur additional booking costs and may need to sign additional indemnity forms to complete the booking(s). The Company reserves the right to charge such additional booking costs and require the signing of such additional indemnity forms at its sole and absolute discretion.
- (c) Facilities are only made available for use during the Company’s general public opening hours. Details of the general public opening hours may be found by accessing the webpage for the Facility(s) on www.thekallang.com.sg/sports-and-fitness. In this regard, requests for booking(s) of a Facility outside of the general public opening hours will be assessed on a case-by-case basis. The Company reserves the right to charge such additional booking costs for booking(s) outside the regular public opening hours.
- (d) Events and National Sports Associations’ (“**NSAs**”) training times will take priority over Non-OBS Booking(s), any exceptions to this are at the Company’s discretion.

4. ACCESS TO AND USE OF THE VENUES AND FACILITIES

- 4.1 To access the Venue and/or Facility, the Patron(s) must (unless otherwise approved by the Company’s customer care team) bring:
 - (a) a printed booking(s) confirmation or e-confirmation; and
 - (b) a valid photo identification together with a document containing the Patron(s)’s NRIC or FIN or passport number for verification purposes.
- 4.2 The Patron(s)’s access to and use of the Venue and/or the Facility is based on the Time Slot(s) and other details set out in the booking(s) and confirmation slip(s) / e-confirmation(s) as a licensee of the Venue and/or the Facility. The Patron(s) must abide by the relevant Conditions of Entry for each Venue and/or Facility and should be ready to present his/her identification and/or certification documents and booking(s) confirmation receipt(s) when entering the Venue and/or Facility. The Patron(s) may be subjected to random onsite checks to ensure compliance with the Booking T&Cs.
- 4.3 In using the Venue and/or Facility, the Patron(s) shall:

- (a) take care of the premises and equipment of the Facility and shall not cause any damage to the same;
- (b) keep the Venue and/or Facility clean, tidy and in good sanitary condition;
- (c) ensure that all equipment is returned to its original location;
- (d) conduct themselves appropriately amongst other Patron(s) and participants and not interfere with the use of the Venue and/or Facility by other Patron(s), participants or other third parties;
- (e) not impede the Company, SportSG or any of their respective employees, officers, agents or contractors in any way, in the exercise of their respective rights of possession and control of the Venue and/or the Facility;
- (f) not make any alterations to any of the Facility or any fixture, fittings or equipment at the Facility, without the Company's prior written approval, including without limitation, (a) driving any bolts, nails, screws, drill bits, pins or other like objects into any part of the Venue and/or Facility, (b) causing any part of the Venue and/or Facility to be hacked, drilled, knocked, chiselled or otherwise damaged or removed, (c) damaging, wetting, moving, dismantling or disconnecting any equipment, fittings or machinery, (d) using or igniting any naked flames or permitting any interference with the electric wiring or fittings; or (e) bringing in any corrosive, explosive, inflammable or other dangerous substances;
- (g) pay for any damage (including accidental damage) to the Venue and/or Facility and any adjacent premises and to any fittings, equipment or other property in the Venue and/or Facility caused by any act or neglect by the Patron(s) or its representatives, employees, agents or any person authorized by the Patron(s) to be at the Venue and/or Facility during the applicable booking session(s) or Time Slot(s); and
- (h) in the case where the Patron is booking on behalf of an organisation or NSA, ensure crowd control to preserve order and safety of the participants, spectators or guests during the booking session(s) or Time Slot(s) if so required and to the extent applicable.

4.4 No animals (except for guide dogs) are allowed to enter or remain at the Venue and/or Facility during the booking session(s) or Time Slot(s).

5. CANCELLATIONS AND REFUNDS

- 5.1 The Patron(s) may change his/her Time Slot(s) under certain conditions ("**Time Slot(s) Replacement**"):
- (a) where the Patron(s) makes a request to the Company's customer care team at least three (3) days prior to the day of the Time Slot(s);
 - (b) with prior approval from Customer Care;
 - (c) where a Time Slot(s) Replacement is available, within seven (7) days from the day of approval from the Company's customer care team. If no Time Slot(s) is available, the booking(s) is forfeited and, where a fee(s) is applicable, no refund shall be issued; and
 - (d) A Time Slot(s) Replacement is permitted only within the same pricing category and Facility/activity type as the original booking. Requests to reschedule to a different category or Facility/activity type will not be accepted, even if the Patron(s) offers to pay the price difference.
- 5.2 In the event the Patron(s) decides to cancel the booking(s) for any reason whatsoever after confirmation has been made or does not show up at the Venue and/or Facility at the time of the booking(s), no refund shall be given.

Hard Courts, the following cancellation and refunds policy shall apply in the event of rain or inclement weather:

S/N	Description	Policy
(a)	Rain or inclement weather occurs 30 minutes or more from the start of a booking	- Patron(s) shall cease all Activity. - If the booking is for two consecutive Time Slots or where applicable, for two or more consecutive hours, Patron(s) may, with the approval of Customer Care and provided that there are time slots available within 14 days of such approval, reschedule the 2nd Time Slot or from the 2nd hour onwards, as applicable. - For the avoidance of doubt, rescheduling is not allowed if the booking is for one hour or for one Time Slot. - No refunds will be issued under any circumstances, including situations where no time slots are available.
(b)	Rain or inclement weather occurs less than 30 minutes from the start of a booking	- Patron(s) shall cease all Activity. - Patron(s) may, with the approval of the Customer Care and provided that there are time slots available within 14 days of such approval, reschedule the entire booking. - No refunds will be issued under any circumstances, including situations where no time slots are available.
(c)	Rain or inclement weather subsides 30 minutes or less before the start of a booking	- Patron(s) may opt to either utilise the booking or reschedule the booking. Any request to reschedule the booking must be approved by Customer Care and must fall within 14 days of such approval. - No refunds will be issued under any circumstances, including situations where no time slots are available. - For the avoidance of doubt, items 5.3(a) or 5.3(b) may still apply accordingly.
(d)	Rain or inclement weather subsides 30 minutes or more before the start of a booking	- Patron(s) is expected to check in and utilise the booking. - For the avoidance of doubt, items 5.3(a), 5.3(b) or 5.3(c) may still apply accordingly.

Save as otherwise expressly provided, Clauses 5.1 and 5.2 shall apply for all change or cancellation of bookings.

6. CAR PARKING

6.1 Where applicable (depending on Facility location) car parking may be made available to a Patron.

- 6.2 The Company accepts no liability for any loss or damage which may result from the Patron(s)'s use of the car parking facilities. All such use is at the Patron(s)'s own risk.
- 6.3 The availability of a parking space is not guaranteed and spaces are available on a first come, first served basis.
- 6.4 Parking may or may not be chargeable depending on the location of the Venue and any car park terms and conditions which are displayed shall apply.

7. PROGRAMMES

- 7.1 From time to time the Company may organise activities at the various Venues or Facilities (each a "Programme" and collectively "Programmes"), details of which can be found at www.thekallang.com.sg/.
- 7.2 To register for our Programmes, please follow the procedures set out in Clause 3.2 (Manner of Bookings and Payment).
- 7.3 Each Programme may be subject to its respective terms and conditions supplementing those contained herein.
- 7.4 The Company reserves the right to modify the Programme content and structure, revise the Programme fees and/or change the Venue of the Programme without prior notice.
- 7.5 The Company reserves the right to cancel or reschedule a Programme for any reason whatsoever.

8. BOOKING BY NSAS OR CORPORATE ENTITIES

Booking(s) of a Venue and/or Facility by NSAs or corporate entities is currently only available by filling out the facility booking form provided by the Company and submitting it to the relevant Venue or Facility. NSAs and corporate entities should request the form via this link: www.thekallang.com.sg/venue-hire.

9. COLLECTION AND USE OF PERSONAL DATA

- 9.1 Personal data refers to data about an individual who can be identified from either that particular data, or from data and/or other information which the Company has or is likely to have access to. Personal details such as NRIC or FIN numbers are collected from the Patron(s) at the time of booking for authentication purposes and to validate the booking prior to the start of the Time Slot(s).
- 9.2 The Company will use and share your personal data in accordance with our Data Protection Policy. Please ensure that you review and fully understand our Data Protection Policy at www.thekallang.com.sg/privacy-policy. By providing your personal data in connection with a booking, you hereby agree that you have read, understood and agree to be bound by the Company's Data Protection Policy and to the terms set out herein.
- 9.3 The Company's website may contain links to other sites whose data protection and privacy policies may differ from ours. The Company is not responsible for the content and privacy practices of those other

websites and encourage you to consult the privacy notices and/or policies of those sites.

10. LIABILITY

- 10.1 It is the Patron(s)'s responsibility to read and understand these Booking T&Cs, the Conditions of Entry of the relevant Venue and/or Facility and such other documents issued by the Company which may be applicable, and to understand any accompanying risks, obligations and responsibilities.
- 10.2 Patrons must ensure that they seek advice from a medical practitioner before participating in any Activity. The Company and its employees, agents, contractors or instructors will not be liable for any personal injury arising from their participation in any Activity.

- 10.3 By making a booking(s), or, by entering the Venue and/or Facility using the confirmation, the Patron(s) is deemed to have read, understood, accepted and agreed to be bound by the Booking T&Cs and the Conditions of Entry of the relevant Venue and/or Facility.
- 10.4 If the Patron(s) does not consent to the Booking T&Cs, the Patron(s) must not use the benefits associated with the booking(s) and/or enter the Venue and/or Facility.
- 10.5 The Patron(s) understands that he/she uses the Facility or participates in the Activity at his/her own risk.
- 10.6 The Patron(s) will not hold the Company and/or its employees, agents or contractors liable for any personal injury or death arising from his/her usage of the Facility or participation in the Activity or for any loss of or damage to his/her property arising from the Patron(s)'s participation in the Activity.
- 10.7 The Patron(s) further undertakes that if, in the course of using the Facility or participating in the Activity, the Patron(s) deliberately or negligently causes any injury (whether fatal or otherwise) to any person(s) or any damage to or loss of any property of any person(s), the Patron(s) shall indemnify the Company for any claims or actions taken against the Company in relation to the same.
- 10.8 In the case where the Patron(s) is a corporate entity or NSA, the Patron(s) shall ensure that it has adequate insurance (to the extent required and applicable) to cover its obligations under such booking(s), including use of the Venue and/or Facilities, supply of staff, equipment and services, accidents or injury to participants, staff, spectators and/or guests. The Company may, at its sole discretion, request for copies of such insurance(s) from time to time.

11. HEALTH & SAFETY

- 11.1 The Patron(s) must ensure that he/she seeks advice from a medical practitioner before participating in any Activity or using the facility. The Patron(s) is required to act responsibly and only participate to any Activity that his/her current state of health would permit, and which do not pose a risk to his/her health and safety, or to the health and safety of other Patron(s).
- 11.2 By participating in the Activity or using the Facility, the Patron(s) warrants and represents that he/she is physically and medically able to participate and have no physical or medical condition that would endanger his/her life or make his/her participation in such activity or usage of the Facility unsafe or dangerous to the Patron(s) or to others.

12. MISCELLANEOUS

- 12.1 The Company may take any legal action it deems necessary against any Patron(s) who breaches any of the above Booking T&Cs.
- 12.2 The Company reserves the right to determine, amend, add to, delete from or vary these Booking T&Cs from time to time. Any change will be available at www.thekallang.com.sg/.
- 12.3 These Booking T&Cs and any dispute or claim arising out of or in connection with them shall be governed by, and construed in accordance with, the laws of Singapore. By agreeing to these Booking T&Cs, Patrons agree to submit to the exclusive jurisdiction of the courts of the Republic of Singapore.

- 12.4 The Company reserves the right to remove from the Venue and/or Facility any Patron(s) who is difficult and/or uncooperative, or whose act and conduct is deemed to be unreasonable and detrimental to the enjoyment, interests, well-being and safety of other Patrons. The Company's decision in this respect is final and the Company shall not be required to make any refund if the Patron(s) are deemed liable for such behaviour and/or conduct.
- 12.5 The Patron(s) shall abide by all reasonable requests made by the Company's staff.
- 12.6 The Company shall not be responsible for the Patron(s)'s personal property in any way during the booking period.

- 12.7 The Company reserves the right to close any Venue and/or Facility or any part therein, for any reason whatsoever, including without limitation, circumstances beyond the Company's control or in the interest of public safety, or closure is ordered by the authorities, with or without prior notice. The Company shall bear no liability whatsoever in respect of such cancellations. The Company's decision shall be final and conclusive.
- 12.8 The Patron(s) is required to vacate outdoor Facilities immediately upon being notified of lightning warnings by the Company's staff.
- 12.9 If any court or competent authority finds that any provision contained in these Booking T&Cs (or part of any provision) is invalid, illegal or unenforceable, that provision or part provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of these Booking T&Cs shall not be affected.
- 12.10 No failure by the Company to enforce any provision in these Booking T&Cs shall constitute a waiver of the right to subsequently enforce that provision or any other provision of these Booking T&Cs. Such failure shall not be deemed to be a waiver of any preceding or subsequent breach and shall not constitute a continuing waiver.
- 12.11 A person who is not party to these Booking T&Cs has no rights under the Contracts (Rights of Third Parties) Act 2001 of Singapore, to enforce any term of these terms and conditions, but this does not affect any right or remedy of a third party which exists or is available apart from the said act.
- 12.12 The Company reserves the right to amend or include additional conditions for the conduct of any Activity at a Venue or Facility where deemed necessary.

**SCHEDULE 1 -
NON-OBS BOOKINGS (ADVANCE BOOKINGS FOR EACH VENUE)**

Venue: OCBC Arena

Facility: Courts for Badminton, Basketball, Netball, Volleyball, Table Tennis

Bookings

In addition to the booking conditions set out in this Booking T&Cs, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coaching session, whether on a one-to-one basis or for a group of Patrons
Academic	Any school, university or academic group using the Facility(s) for education, training and/or competitive purposes
Teams	A sports team/club using the Facility(s) for training, competitive purposes, and or team building, including coaching sessions
Social and Community	An organised regular group using the Facility(s) to promote a group session
Corporate	Any booking(s) made on behalf of a business or organisation for Facility hire or team building

The Non-OBS Booking process shall apply when a booking and/or Activity involves four (4) teams or more (per team maximum participants will be capped at 10 persons). Additionally, staff at the relevant Venue reserve the sole discretion to determine when the Non-OBS Booking process is applicable.

To make a Non-OBS Booking, the Patron(s) shall contact the Venue at ocbc.arena@thekallang.com.sg to enquire about availability. Upon receipt of the enquiry, the Venue's management team will advise the Patron(s) if the court/space is available and confirm the booking(s) after the relevant paperwork has been completed.

Please commence the booking process at least 14 days prior to the date of use so that the Venue's management team has sufficient time to complete the booking process. The Venue's management team may, at its sole and absolute discretion, process a booking(s) made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the Venue's management team shall be under no obligation to process the booking application.

Each booking for this Venue under the Non-OBS Booking process can be made up to three (3) months' in advance and any such booking(s) made through the Non-OBS Booking process shall remain valid for that period of three (3) months, or any part thereof.

Booking Entitlements

The following spaces can be booked through the Non-OBS Booking process, subject to availability, at one time and for a maximum of four (4) Time Slots, whether consecutive or otherwise:

1 court – netball, volleyball or basketball; 3 tables – table tennis; 3 courts – badminton.

Participation Numbers

Each hall in the Venue will have a maximum number of teams or adult participants for Non-OBS Bookings as follows:

Eight (8) adult participants or less - badminton or table tennis;

Four (4) teams or less - basketball, volleyball or netball (each team can have no more than 10 players).

Groups where participants are less than 18 years of age should have adult supervision with the ratio of 15:1, that is for every 45 children, there should be three (3) adults supervising the group during their activity. The Patron(s)'s booking(s) which does not have the correct ratio of adults to children will not be allowed to use the Facility(s).

Payments

Once the Patron(s) contacts the Venue and ascertains availability, the Patron(s) will be required to make payment via cheque or bank transfer to the Venue's management office. A cheque can also be sent via post. After payment has been processed, an invoice will be sent to the Patron(s) by post or email.

Please note that payment must be received ten (10) days prior to the date of use for the booking(s) to be confirmed.

For details on booking timings and prices, please refer to this link: www.thekallang.com.sg/venue-rate-table.

Venue: OCBC Aquatic Centre

Facility: Competition Pool lanes, Training Pool lanes

Bookings

In addition to the booking conditions set out in this Booking T&Cs, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coaching session, whether on a one-to-one basis or for a group of Patrons
Academic	Any school, university or academic group using the Facility(s) for education, training or competitive purposes
Teams	A sports team/club using the Facility(s) for training, competitive purposes, and or team building, including coaching sessions
Social and Community	An organised regular group using the Facility(s) to promote a group session
Corporate	Any booking(s) made on behalf of a business or organisation for Facility hire or team building

The Non-OBS Booking process for this Venue shall apply when a booking and/or Activity involves 10 people or more. Additionally, staff at the relevant Venue reserve the sole discretion to determine when a Non-OBS Booking is applicable.

Please commence the booking process at least 14 days prior to the date of use so that the Venue's management team has sufficient time to complete the booking process. The Venue's management team may, at its sole and absolute discretion, process a booking(s) made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the Venue's management team shall be under no obligation to process the booking application.

Each booking for this Venue under the Non-OBS Booking process can be made up to two (2) months in advance and any such booking(s) made through the Non-OBS Booking process shall remain valid for that period of two (2) months, or any part thereof.

Booking Entitlements

No more than three (3) lanes per hour will be made available for booking through the Non-OBS Booking process and at all times, a minimum of two (2) lap lanes will be available for the public to swim in.

Booking of the Venue on weekends shall be taken on a case-by-case basis.

Payments

Once the Patron(s) ascertains availability at the Venue and wishes to make a booking, the Patron(s) can make payment by cheque, NETS, cash or credit card in person. Payment of the booking fee will serve to confirm the booking. In case the booking has been made online, the Patron will receive a booking confirmation email which Patron needs to print-out and bring to Venue.

Please note that payment must be received 10 days prior to the date of use for the booking(s) to be confirmed.

For details on booking timings and prices, please refer to this link: www.thekallang.com.sg/venue-rate-table.

Venue: Water Sports Centre

Facility: Canoe, Kayak, Dragon Boat

Bookings

In addition to the booking conditions set out in this Booking T&Cs, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coaching session, whether on a one-to-one basis or for a group of Patrons
Academic	Any school, university or academic group using the Facility(s) for education, training or competitive purposes
Teams	A sports team/club using the Facility(s) for training, competitive purposes, and or team building, including coaching sessions
Social and Community	An organised regular group using the Facility(s) to promote a group session
Corporate	Any bookings made on behalf of a business or organisation for Facility hire or team building

The Non-OBS Booking process for this Venue shall apply when a booking and/or Activity involves eight (8) persons or more. Additionally, staff at the relevant Venue reserve the sole discretion to determine when a Non-OBS Booking is applicable.

The Patron(s) is to abide by the Venue Conditions of Entry while on the premises. This includes staying within the demarcated areas based on the certifications of the users. Groups may combine the use of different craft types for their booking(s).

Age Requirement

Activity Type	Minimum Age Required	Require Adult Accompany
Junior Dragonboat Activities	7	-
Dragonboat Activities (inclusive of dragon boat rental)	7	12 and below
Junior Kayak Activities	7	-
Kayak Activities (inclusive of kayak rental rental)	7	12 and below
Kayak Personal Skill Award	12	-

Patron(s) must not participate if their age, as verified by their birth date, does not meet the requirements as set out in the table above by the date of the programme, course, or rental. All participants must wear the appropriate attire as specified by the Water Sports Centre. Only Patron(s) who can fit into a personal floatation device are allowed to use this Venue.

In addition to Clause 5 above, an administrative fee of \$10 will be applied for any rescheduling of the Kayak Personal Skill Award program, regardless of the reason. By registering for any of the Kayak Personal Skill

Awards, participants acknowledge and accept this.

Please commence the booking process at least 14 days prior to the date of use so that the Venue's management team has sufficient time to complete the booking process. The Venue's management team may, at its sole and absolute discretion, process a booking(s) made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the Venue's management team shall be under no obligation to process the booking application.

Booking Entitlements

Group booking(s) of equipment is subject to availability. The Venue has a commitment to guarantee 25% of its craft inventory as minimum availability for the public. As such, the Venue can only allow the remaining inventory to be let out for booking(s) made via the Non-OBS Bookings process. Please note that the aforementioned requirement is applicable to any kind of craft available in the Venue's inventory.

There will be no refunds once booking(s) is confirmed in the event of inclement weather on the day of the booking(s), regardless of the session having commenced.

There will be no exclusive use of the facilities including the pontoon.

Each booking for this Venue under the Non-OBS Booking process can be made up to two (2) months' in advance and any such booking(s) made through the Non-OBS Booking process shall remain valid for a period of two (2) months.

Payments

Once the Patron(s) has ascertained the availability of the equipment the Patron(s) intends to book and wishes to make a booking(s), payment can be made by cheque or bank transfer to the Venue's management office. All enquiries should be sent to: watersportscentre@thekallang.com.sg.

Please note that payment must be received 10 days prior to the date of use for the booking(s) to be confirmed.

Venue: Community Facilities

Facility: Basketball, Pickleball, Beach Volleyball, Lawn Bowls, Giant Chess

Bookings

In addition to the booking conditions set out in this Booking T&Cs, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coaching session, whether on a one-to-one basis or for a group of Patrons
Academic	Any school, university or academic group using the Facility(s) for education, training or competitive purposes
Teams	A sports team/club using the Facility(s) for training, competitive purposes, and or team building, including coaching sessions;
Social and Community	An organised regular group using the Facility(s) to promote a group session
Corporate	Any bookings made on behalf of a business or organisation for Facility hire or team building

The Non-OBS Booking process shall apply when a booking and/or Activity involves four (4) teams or more (per team maximum participants will be capped at 10). Additionally, staff at the relevant Venue reserve the sole discretion to determine when a Non-OBS Booking is applicable.

To make a Non-OBS Booking, the Patron(s) shall contact the Venue at experiencesports@thekallang.com.sg to enquire about availability. Upon receipt of the enquiry, the Venue's management team will advise the Patron(s) if the court/space is available and confirm the booking(s) after the relevant paperwork has been completed.

Please commence the booking process at least 14 days prior to the date of use so that the Venue's management team has sufficient time to complete the booking process. The Venue's management team may, at its sole and absolute discretion, process a booking(s) made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the Venue's management team shall be under no obligation to process the booking application.

Booking Entitlements

The following spaces can be booked through the Non-OBS Booking process, subject to availability, at one time for a maximum of 12 Time Slots, whether consecutive or otherwise:

1 court – beach volleyball, , basketball or lawn bowls.

Each booking for this Venue under the Non-OBS Booking process can be made up to one (1) month in advance and any such booking(s) made through the Non-OBS Booking process shall remain valid for that period of one (1) month, or any part thereof.

Pickleball

In respect of bookings of the pickleball courts at The Kallang Hard Courts, the refunds and cancellations policy in Clause 5.3 shall apply.

Non-OBS and advanced bookings are not available for the pickleball courts at The Kallang Hard Courts.

Participation Numbers

Each hall in the Venue will have a maximum number of teams or adult participants for Non-OBS Bookings as follows:

Basketball, beach volleyball or Lawn Bowls - 4 teams or less (each team can have no more than 10 players)

Groups where participants are less than 18 years of age should have adult supervision with the ratio of 15:1, that is for every 45 children, there should be three (3) adults supervising the group during their activity. The Patron(s)'s booking(s) which does not have the correct ratio of adults to children will not be allowed to use the Facility(s).

Pickleball - 4 teams or less (each team can have no more than 4 players)

Groups where participants are less than 18 years of age, should have adult supervision with the ratio of 8:1, that is for every 16 children, there should be two (2) adults supervising the group during their activity.

Booking(s) which does not have the correct ratio of adults to children will not be allowed to use the facility(s).

Payments

If payment is applicable, once a Patron contacts the Venue and ascertains availability, the Patron will be required to make payment via cheque or bank transfer to the Venue's management office. A cheque can also be sent via post. After payment has been processed, an invoice will be sent to the Patron via email.

Where applicable, please note that payment must be received 10 days prior to the date of use for the booking(s) to be confirmed.

Venue: Kallang Tennis Hub

Facility: Tennis Courts (Indoor and Outdoor) and Junior Courts (Outdoor dual-use: Junior Tennis and Pickleball)

Bookings

In addition to the booking conditions set out in this Booking T&Cs, the following table illustrates situations where the Non-OBS Booking process applies within this Venue:

Category	Description
Coaching	Any coaching session, whether on a one-to-one basis or for a group of Patrons
Academic	Any school, university or academic group using the Facility(s) for education, training and/or competitive purposes
Teams	A sports team/club using the Facility(s) for training, competitive purposes, and or team building, including coaching sessions
Social and Community	An organised regular group using the Facility(s) to promote a group session
Corporate	Any booking(s) made on behalf of a business or organisation for Facility hire or team building

The Non-OBS Booking process shall apply when a booking and/or Activity involves nine (9) participants or more. Additionally, staff at the relevant Venue reserve the sole discretion to determine when the Non-OBS Booking process is applicable.

To make a Non-OBS Booking, the Patron(s) shall contact the Venue at kallangtennishub@thekallang.com.sg to enquire about availability. Upon receipt of the enquiry, the Venue's management team will advise the Patron(s) if the court/space is available and confirm the booking(s) after the relevant paperwork has been completed.

Please commence the booking process at least 14 days prior to the date of use so that the Venue's management team has sufficient time to complete the booking process. The Venue's management team may, at its sole and absolute discretion, process a booking(s) made via the Non-OBS Booking process which is received less than 14 days before the requested date of the use of the Venue. For the avoidance of doubt, the Venue's management team shall be under no obligation to process the booking application.

Each booking for this Venue under the Non-OBS Booking process can be made up to one (1) month in advance and any such booking(s) made through the Non-OBS Booking process shall remain valid for that period of one (1) month, or any part thereof.

Booking Entitlements

The following spaces can be booked through the Non-OBS Booking process, subject to availability, at one time and for a maximum of four (4) time slots, whether consecutive or otherwise:

3 Courts in total, regardless of type.

The refunds and cancellations policy in Clause 5.3 shall apply.

Participation Numbers

Each court in the Venue will have a maximum number of teams or adult participants for Non-OBS Bookings as follows:

Eight (8) adult participants or less

Groups where participants are less than 18 years of age, should have adult supervision with the ratio of 8:1, that is for every 24 children, there should be three (3) adults supervising the group during their activity. Booking(s) which does not have the correct ratio of adults to children will not be allowed to use the facility(s).

Payments

Once the Patron(s) contacts the Venue and ascertains availability, the Patron(s) will be required to make payment via cheque or bank transfer to the Venue's management office. A cheque can also be sent via post. After payment has been processed, an invoice will be sent to the Patron(s) by post or email.

Please note that payment must be received ten (10) days prior to the date of use for the booking(s) to be confirmed.

For details on booking timings and prices, please refer to this link: www.thekallang.com.sg/venue-rate-table.