

## - VENUE EVENTS GUIDE -



### General Information

#### **OCBC Aquatic Centre (Grid B2)**

Customer Care Operating Hours: 7:00am – 10.00pm  
**Singapore Sports Hub Hotline:** +65 6653 8900  
 Monday - Friday: 7:00am – 10:00pm  
 Weekends & Public Holidays: Closed

#### **Quick Facts on OCBC Aquatic Centre**

- World-class facility built in accordance with FINA facility standards
- Full range of facilities able to accommodate international and local Events
- 50m X 10 lane competition pool (3.00m deep)
- 50m X 8 lane training pool (1.35m-2.00m deep)
- 25m wide diving/multi-purpose pool (5m deep)
- 3,000 permanent seats – East and West spectator stands
- VIP Entrance
- VIP Lounge
- VIP designated seating

### Overview of OCBC Aquatic Centre

OCBC AQC is designed to cater to elite athletes, premier aquatic competitions and the community. Planned for everyday use and flexibility to host international events, the OCBC AQC has the ability to add additional temporary seating to double its 3,000 permanent seats to 6,000 capacity and cater to a variety of events. The OCBC AQC meets Federation Internationale de Natation (FINA) standards, and are suitable for swimming, water-polo, diving and synchronized swimming events. The OCBC AQC roof has been designed to ensure an excellent standard of daylight, ventilation and air handling, which provides a better quality environment inside the OCBC AQC overall. OCBC AQC is part of the SSH project which will include a 55,000 seat stadium, 13,000 seat Singapore Indoor Stadium, 3,000 seat OCBC Arena, Water Sports Centre, community facilities and Retail Mall. It is located at Kallang, with 'Stadium MRT' being the nearest MRT station.

The OCBC AQC is catered for:

- Swimming, diving, water polo and synchronized swimming events (Local, National, International)
- Elite athlete training
- Community events
- Public use/Hire of lanes
- Programmes and classes

### Health and Safety

#### **Emergency Evacuation Routes (Assembly Points)**

Upon notification of evacuation, visitors are to move to the nearest assembly point. Assembly points: Carpark A & Water Front.

#### **Emergencies - For Public Emergencies please call 6653 9292**

In the case of an emergency situation, please inform any working personnel immediately or call the above hotline for assistance. Do not put yourself in a dangerous position.

#### **Health and Safety**

All public members and staff have a duty of care to themselves and others. Any hazard or incident which could, or has resulted in injury to a person or damage to property must be escalated to medical personnel.

#### **Lost & Found Items (General)**

All found items are to be handed over to the nearest Customer Care. Visitors who have lost items to be directed to the nearest Customer Care at Level 1.

#### **Lost & Found Items (Events)**

All found items are to be handed over to the event organizers or to the Customer Care. Visitors who have lost items will be directed to the Customer Care located at the main entrance of AQC at Level 1. Accredited personnel who have lost items should inform the staff at the Gym.

#### **Smoking**

It is strictly prohibited to smoke within the Sports Hub premises – if you see anyone smoking, politely request they relocate to a designated smoking area at MRT exit A & B.

#### **Cleaning Request (Spillages)**

For safety and cleanliness reasons, do not step on the spillage. Kindly inform any working personnel around the venue and cleaning works would be carried out.

#### **Wheelchair Accessibilities**

All venues are wheelchair accessible. Refer to map on overleaf for location of wheelchair access lifts at the various venues

#### **Toilets (Around Singapore SportsHub)**

Toilets can be found at each end of the Stadium MRT Station, OCBC Arena and around the Sports Promenade Gates 4, 8, 16

#### **Toilets (At OCBC Aquatic Centre)**

Both Level 1 & 2 at both East and West Stands of OCBC Aquatic Centre. Do refer to the maps below for reference

#### **Car Parks**

Sportshub Carpark – See map below for locations

#### **Medical Centre**

Medical Centre at West Stand Level 1

# GETTING TO OCBC AQUATIC CENTRE

## Accessibility

MRT – Stadium MRT Station (**Grid F4**) part of Circle Line is the nearest, while Kallang MRT Station (**Grid A4**) is approximately 600m walking distance away via Nicoll Highway overhead bridge. Refer to map for direction.

Bus – Service 11 goes to Kallang MRT Station. Refer to map for location of bus-stop (**Grid G4**) outside Singapore Indoor Stadium.

Taxi – There are 3 taxi stands within SportsHub. Refer to map for nearest taxi stand.

Car Parks – Refer to map for access points to specific car parks.

## Facilities

ATM – Available within Kallang Leisure Park, Stadium MRT and Kallang Wave Mall

Bicycle Parking – Available at both MRT exits (**Grid F4**).

Box Office – Located at most Permanent Venues. Refer to map for specific venue box office.

Information (Customer Care Kiosk) – Located in all Permanent Venues and within Kallang Wave Mall.

Handicapped access lifts – Refer to map for location of nearest handicapped access lift to National Stadium.

Restrooms – Available at all permanent venues, 100Plus Promenade and within Kallang Wave Mall.

## LEGEND

- |                |                 |  |                    |
|----------------|-----------------|--|--------------------|
|                | MRT Station     |  | Taxi Point         |
|                | Bus Stop        |  | Coach Drop Off Bay |
|                | Box Office      |  | Gates              |
|                | Bicycle Parking |  | Information        |
|                | Wheelchair Lift |  | Restroom           |
| Car Park Zones |                 |  |                    |

## COMMUNITY FACILITIES

- |  |                          |  |                               |
|--|--------------------------|--|-------------------------------|
|  | 1 Stadium Riverside Walk |  | 8 Beach Volleyball            |
|  | 2 Stadium Roar           |  | 9 OCBC Square                 |
|  | 3 Skate Park             |  | 10 Lawn Bowls                 |
|  | 4 Hard Courts            |  | 11 Giant Chess                |
|  | 5 Arena Park             |  | 12 Exercise & Fitness Station |
|  | 6 Sports Promenade       |  | 13 Kids' Playground           |
|  | 7 Climb Central          |  | 14 Visitors Centre            |



To head down to East Stands Entrance Gate at Level 2

OCBC Aquatic Centre

# PARKING AT OCBC AQUATIC CENTRE



CARPARK A

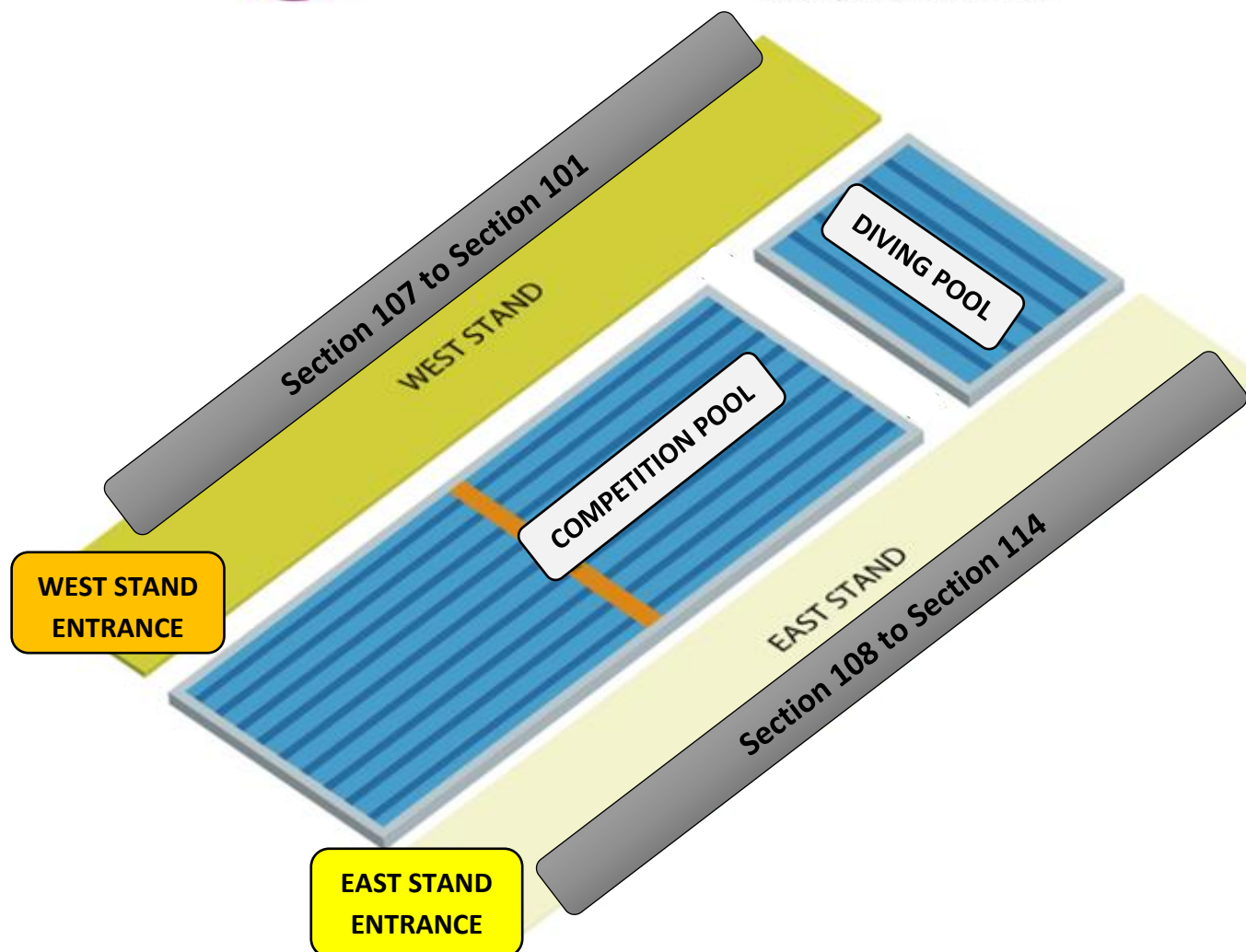
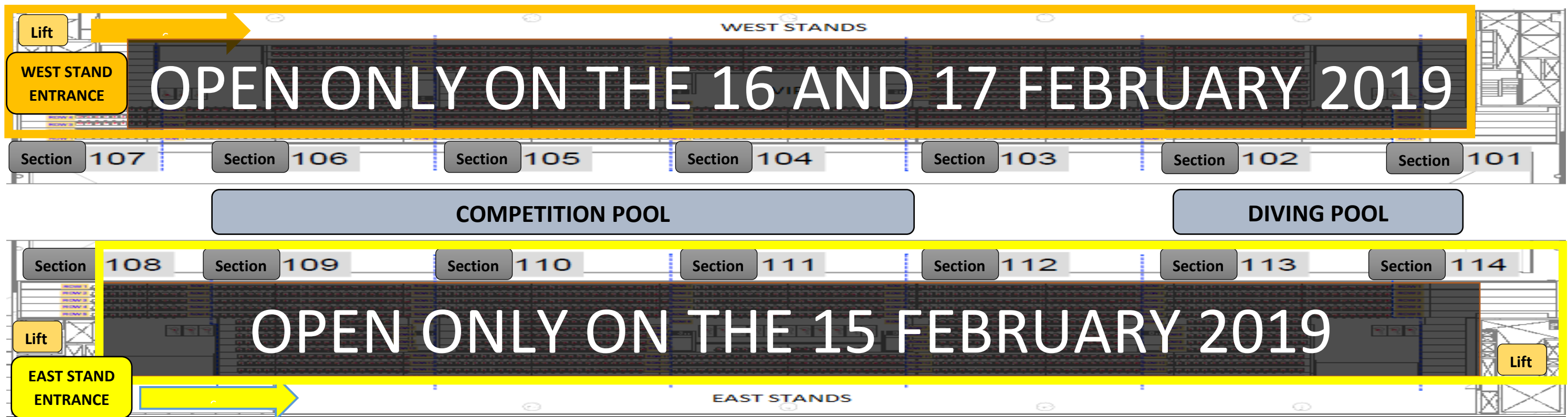
OCBC  
AQUATIC  
CENTRE

NEAREST CARPARK  
• Carpark A & D

CARPARK B, C, D

Car Park Entries





### Spectator Entrances

There are two main spectator entrances during events at the Venue. East stand will be open to public on 15 Feb, while West entrance is open for public on 16 and 17 Feb.

- East entrance located at South Side of the Venue Level 2
- West entrance located at South West side of the Venue Level 1

### Seating

The OCBC AQC holds 3000 seats in total, with additional seating of 1000 at East and West spectator stands and 1000 at the South Entrance.

- East Stands: 1505 seats during event
- East Stands: 17 disabled seating
- West Stands: 1497 seats during event
- West Stands: 6 disabled seating
- South wall: 1,000 additional seats

### Non-Ticketed Events

The Singapore Swim Series 2019 (February) is a non-ticketed event. The stands and sections will be allocated depending on the requirement of the event.

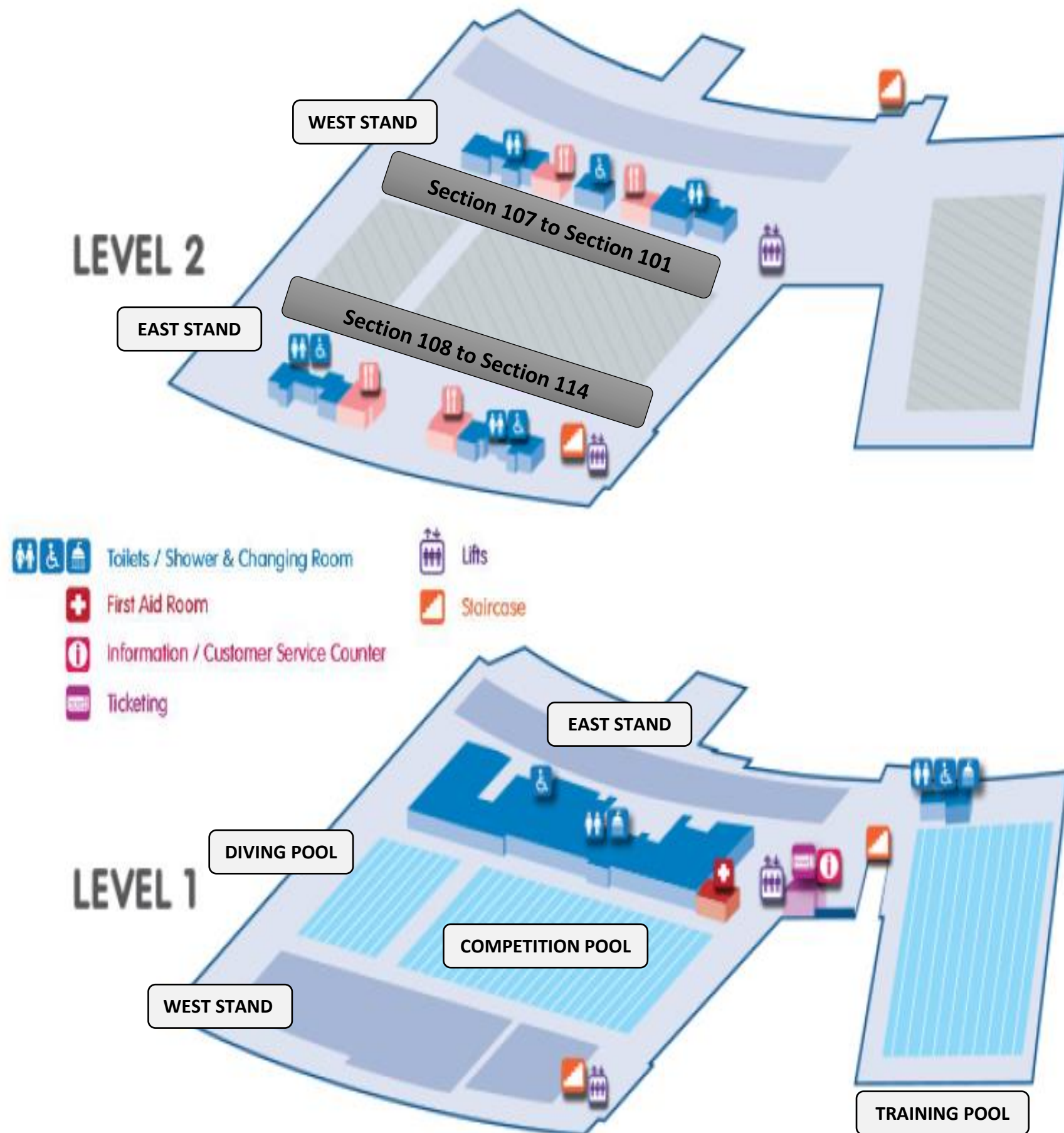
- West Stands: Section 101 to Section 107 (open on the 16 and 17 February 2019)
- East Stands: Section 108 to Section 114 (open only on the 15 February 2019)

### Field of Play

There is one pool that is part of the Field of Play; Competition Pool.

- Only accredited personnel and workforce staffs are allowed entry into the area
- No public members are allowed into the area at all times.

## INSIDE OCBC AQUATIC CENTRE



### Wheelchair Accessibilities

Singapore Sports Hub have been designed to be wheelchair-friendly and there are designated wheelchair areas allocated in both East and West stands.

- All turnstiles are manned by trained ushers
- There is an accessible entrance at every set of turnstiles for wheelchair users, semi-ambulant visitors and those accompanied by assistance dogs
- There is one lift at both East and West stands end

There are two stands that is part of the venue, East Stand and West Stand with a total 3 levels.

### Facilities in Level 1 (East Stands) – For Athletes

- 2 Family Changing Room
- 2 Male and Female Toilets
- 2 Handicap Toilets
- 1 Emergency evacuation lift
- 2 Emergency access stairway
- Gym

### Facilities in Level 2 (East Stands) – For Public Members

- 2 Male and Female Toilets
- 2 Handicaps Toilets
- 1 Emergency evacuation lift
- 2 Emergency access stairway

### Facilities in Level 2 (West Stands) – For Public Members

- 2 Male and Female Toilets
- 2 Handicaps Toilets
- 2 Emergency access stairway
- VIP Lounge

### Concession Stands (East & West Stands)

There are 4 event day concession stands within the OCBC AQC, located in the East and West stands. Alcoholic beverages can be served on event days. Alcohol is not allowed to be taken from the venue; this is enforced by Crowd Safety officers. Opening of Concession stands is dependent on event requirements and needs. For this event, concession stands will be opened on 16 and 17 Feb, **OUTSIDE FOOD AND DRINKS ARE NOT ALLOWED into the venue (West Stand).**

### Operation hours of concession stands for this event:

East stands:

- Snag Bar and Rickshaw Club (Closed for this event)

West Stand:

- Saffron Straits (Closed for this event)
- **Stack Burger Co (OPEN for this event)**
  - 15 Feb: Closed
  - 16 and 17 Feb: 0700 hours to 1915 hours.

## **RULES AND REGULATIONS (CONDITIONS OF ENTRY for EVENTS at OCBC Aquatic Centre)**

SportsHub Pte Ltd ("SportsHub") as a venue owner is dedicated to providing a safe, comfortable and enjoyable environment for its patrons. In support of this, the following conditions of entry ("**Conditions of Entry**") apply to entry for an event or performance ("**Event**") held the premises which patrons are entering ("**Venue**"). The full terms and conditions of booking and ticket sale and entry ("**T&Cs**"), incorporating these Conditions of Entry are available at Sports Hub box officers or authorized points of sale ("**Box Office**") and at [www.sportshub.com.sg](http://www.sportshub.com.sg). For certain Events these may be supplemented by additional specific terms and conditions, details of which will be printed on a spectator's ticket and/or available on the relevant Event page. If a spectator does not consent to the T&Cs, the person must not enter the venue. By entering the venue, the spectator consents to be bound by the T&Cs including following Conditions of Entry.

### **1. Safety and Behaviour**

1.1 At the point of entry and also whilst inside the Venue, spectators are required to:

1.1.1 comply with the directions or announcements from SportsHub's staff and any other requirements relating to access, order, behaviour and safety given by SportsHub or authorities;

1.1.2 maintain safe, prudent and respectful behaviour at all times;

1.1.3 be responsible for personal items. SportsHub will not be responsible for any damage to, loss or theft of a spectator's personal property;

1.1.4 keep escape routes and corridors, landings and stairwells clear of obstruction caused by a patron's personal property or any equipment brought to the Venue.

1.2 Spectators acknowledge that some Events and associated activities can be dangerous.

1.3 Spectators entering the Venue do so at their own risk, and assume all risk and liability for personal injury or death including that of any children under their care entering the Venue. The hirer and SportsHub shall bear no liability for any personal injuries, health problems or death sustained at or after an Event, including directly or indirectly resulting from any existing medical condition.

### **2. Entry and Exclusion**

2.1 Each spectator must produce a ticket to gain admission, if applicable. Tickets are non-transferable.

2.2 Ticket holders holding a child or concession ticket must be entitled to use such a ticket held, and SportsHub reserves the right to request identification or other evidence of entitlement. Details of the entitlement requirements for concession/child tickets will be listed on the Event page at [www.sportshub.com.sg](http://www.sportshub.com.sg).

2.3 SportsHub reserves the right to check identification of any ticket holder upon entry or once inside the Venue.

2.4 Venue re-entry will not be permitted. Re-entry may be applicable for specific events and will be advertised as such.

2.5 SportsHub reserves the right at all times to refuse entry to or remove any person from the Venue. This includes, but is not limited to the following circumstances:

2.5.1 ticket is damaged, defaced, forged or copied, or not purchased from Box Office, online at [www.sportshub.com.sg](http://www.sportshub.com.sg) or any ticketing partner;

2.5.2 the presence of the person would be detrimental to or compromises safety at the Event;

2.5.3 person is deemed to be disorderly and/or intoxicated;

2.5.4 persons wearing or displaying commercial, political or other offensive signage or logos;

2.5.5 entry to the Venue or an area prohibited to the general public within the Venue was unauthorised or obtained illegally;

2.5.6 persons who refuse to be inspected or submit their identification or belongings for inspection;

2.5.7 adverse weather, dangerous situations or any other causes that will affect the safety of patrons;

2.5.8 person entering the pool without proper swim attire;

2.5.9 person who throws any projectile/item prohibited under clause 3.1.16 within the Venue; and

2.5.10 person is found to be smoking within the Venue.

No refund or compensation will be made under any of these circumstances.

2.6 SportsHub reserves the right to issue a banning notice which prohibits entry to the Venue for a specified period of time. SportsHub will refuse entry or remove from the Venue any person who has been issued with a banning notice.

### **3. Restricted / Prohibited Items**

3.1 The following restricted/prohibited items are not permitted into the Venue:

3.1.1 weapons, or resemblance of weapons, including but not limited to knives, firearms, blunt offensive objects/batons and those with sharp ends;

3.1.2 fireworks/flares;

3.1.3 laser pointers;

3.1.4 illegal substances including

3.1.5 glassware or glass bottles;

3.1.6 cans or spray cans;

3.1.7 outside food and beverage including alcohol and bottled water (empty plastic bottles are allowed and can be filled inside the Venue);

3.1.8 foldable beds/chairs;

3.1.9 bags or luggage of dimensions larger than 35cm x 20cm x 30cm (ie. too large to be stored under a seat);

- 3.1.10 items too large to be electronically screened;
- 3.1.11 bicycles, skateboards, skates and scooters;
- 3.1.12 helmets of any forms;
- 3.1.13 chairs, stools, mats, foldable or inflatable beds;
- 3.1.14 animals (other than trained assistance dogs);
- 3.1.15 musical instruments and noise makers including but not limited to drums, whistles, vuvuzelas, air horns and loud hailers; without the prior consent of SportsHub;
- 3.1.16 projectile items which are reasonably considered by SportsHub as being able to cause injury, nuisance or offence to another person including balls, frisbees, rackets or similar objects;
- 3.1.17 banners or flags larger than 1m x 2m;
- 3.1.18 LED and fan boards larger than 42cm x 29.7cm (ie. A3 sized);
- 3.1.19 flag poles;
- 3.1.20 helium balloons or other inflatables;
- 3.1.21 glow/light sticks longer than 40cm;
- 3.1.22 tripods and monopods and selfie sticks;
- 3.1.23 remote control cars, drones or unmanned aerial vehicles; and
- 3.1.24 other items as determined by SportsHub that may cause injury or public nuisance.

#### 4. Photographs, Images and Recording

- 4.1 Flash photography is not permitted.
- 4.2 Non-commercial photography is permitted at the Venue provided that the photographs are for personal use.
- 4.3 Video and audio recording devices including but not limited to camcorders and action cameras are prohibited. Tapes, films or other recordings may be destroyed.
- 4.4 Some Events, at hirer's request, may prohibit the use of any cameras. Please visit the relevant Event page at [www.sportshub.com.sg](http://www.sportshub.com.sg) for specific information of the Event.
- 4.5 The use of any recording, data or image taken within the Venue without SportsHub's consent for commercial gain, public advertisement, display or any other purpose, except for private non-commercial purpose, is prohibited.
- 4.6 Any person who makes, reproduces or uses any recording, data or image for use prohibited under clause 4.5 shall assign in writing all copyright and intellectual property rights to SportsHub or its assignees.
- 4.7 Equipment including but not limited to CCTV, film cameras and sound recording are present at the Singapore Sports Hub. By entering the Venue and/or attending the Event, patrons consent to being filmed and recorded and for SportsHub and any assignees to use the patrons' image, likeness and any sound recording for any media or other purposes including public transmission, advertising or promotional purposes, without payment or claim to copyright or intellectual property rights. Patrons consent to footage being shared with police and authorities where necessary.

#### 5. General Conditions

- 5.1 The Venue is non-smoking unless an area has been designated.
- 5.2 Umbrellas may be brought into the Venue but should not be raised up for the comfort of others and kept in disposable umbrella bags provided at the Venue when dripping wet.
- 5.3 Strollers, due to safety reasons, are not permitted into the Venue seating areas. Strollers will need to be parked, at owner's own risk, in designated areas provided by SportsHub and must not block any aisle ways or exits.
- 5.4 No one will be allowed on the field of play except with an appropriate field of play accreditation.
- 5.5 Entering the pool area when not open for event use is strictly prohibited.
- 5.6 Spectators are not allowed on the pool deck.
- 5.7 Non swimmers of any age are not permitted in any pool where water is 2.0 metres or deeper.

#### 6. Miscellaneous

- 6.1 SportsHub may hold liable for prosecution any person who breaches any of the above Conditions of Entry.
- 6.2 Please note SportsHub reserves the right to alter the Conditions of Entry without prior notice. The above Conditions of Entry may vary between events and may be reflected on the specific Event page via [www.sportshub.com.sg](http://www.sportshub.com.sg) or at the Box Office.