



General Information

The OCBC Aquatic Centre (“**Venue**”) has pool policies and procedures in place to promote a safe and pleasurable swimming experience, and entry to the Venue is subject to Patrons’ strict compliance with the pool policies and procedures, and consent to be bound by the Conditions of Entry available on <https://www.thekallang.com.sg/conditions-of-entry>. This General Information is not meant to be exhaustive, and The Kallang Group Pte. Ltd. (the “**Company**”) reserves the right to amend the policies and procedures at any time without notice.

In the event of any inconsistency between the provisions of the applicable Conditions of Entry, pool policies and procedures, Facility Booking Terms & Conditions and this General Information, the provisions of the Conditions of Entry shall prevail to the extent of such inconsistency.

The Company reserves the right to deny entry or remove any person that may put patrons or the facility at risk, or fails to comply with the Venue’s pool policies, procedures, and Conditions of Entry. For more information, please contact our Customer Care Counter at 6653 8900.

Opening Hours

- (a) Daily from 7am to 9.30pm including Public Holidays.
- (b) Last admittance into the facility is 30 minutes before pool closure.
- (c) All patrons are required to vacate the pool 5 minutes before closing hours.
- (d) The OCBC Aquatic Centre may be closed for events on occasion. Kindly visit <https://www.thekallang.com.sg/sport-fitness/swimming> for updated operating times before you plan your visit.

*The Competition Pool (3.0m deep) is only open on selected days. Please refer to <https://www.thekallang.com.sg/sport-fitness/swimming> for more details. Patrons must be aged 16 and above to swim in the Competition Pool.

Pool Admission

- (a) Patrons will need to purchase a ticket before entry.
- (b) Swim passes are available for purchase from the Customer Care Counter.
- (c) For safety reasons, spectators are not permitted on the pool decks at all times.
- (d) Lockers are provided free of charge in the changing rooms and must be cleared out by the end of day. Any belongings left in the lockers after a patron leaves the Venue will be removed and disposed of. The Company is not responsible for any damage or loss by any cause whatsoever.
- (e) Patrons are responsible for their personal belongings and the Company will not be liable for any lost/stolen belongings.
- (f) The Company reserves the right to limit entry when the pool is over capacity for safety reasons.
- (g) Private coaching for personal gain or commercial activities is prohibited.



Public Swimming & Aqua Fitness Classes

- (a) Training Pool: 8 lanes x 50m (Depth: 1.35 - 2.0m).
- (b) Lap lanes are for lap swimming or aquatic exercise only (unless otherwise designated).
- (c) Aqua Fitness Classes with music may be conducted at any time during operational hours. For more details on the classes on offer, please approach the Information Counter or visit <https://www.thekallang.com.sg/sport-fitness/swimming/aqua-fitness-classes>.
- (d) Lanes will be cleared 15 minutes before the start of the classes to prepare for setup.

Lap Swimming:

For an optimal workout and a pleasant experience, we recommend 10 swimmers per lane. Patrons must follow lap swimming etiquette (see below) and instructions from lifeguards at all times.

- Lanes are labelled to facilitate traffic flow in the water.
- Swimmers may be reallocated to an appropriate lane by lifeguards when necessary.
- Lane booking is available via <https://www.thekallang.com.sg/sport-fitness/swimming/lap-swimming>. Each lane booking online is limited to four (4) patrons (free), and the fifth patron onwards will have to pay entry fees based on peak or non-peak hours.



Lap Swimming Etiquette:



Please practise lap swimming etiquette so that all swimmers can share and enjoy an optimal swim experience.

1

ENTERING THE POOL

Lanes are marked "Slow", "Slow/Medium", "Medium/Fast" and "Fast". Select the lane most suited to your swimming speed.

Be clear of other swimmers in the lane and enter the water feet first.

2

PASSING OTHER SWIMMERS

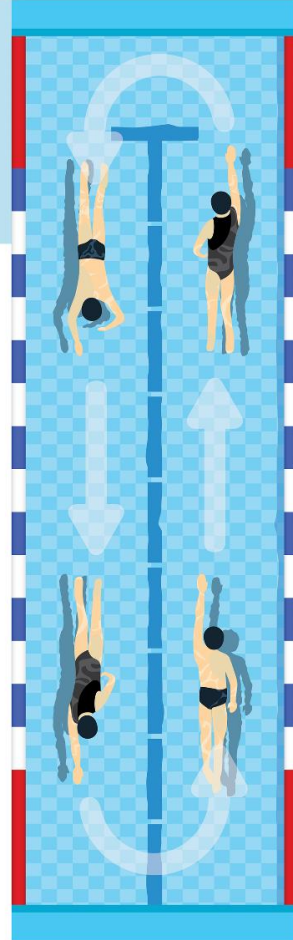
To overtake a slower swimmer, tap his/her foot (but do not grab it), and overtake on the left when appropriate.



3

PRACTISE CIRCLE SWIMMING (Refer to diagram on right)

- Stay on the right of the lane
- Swim complete laps
- Start, turn, or stop at the wall
- If you've stopped at the wall, stay in the corner of the lane to allow swimmers to turn at the wall without obstruction



DO'S

- Enter and exit the swimming pool through changing rooms only.
- Patrons aged 6 years or older must get changed in gender appropriate changing rooms.
- Patrons aged 15 years or younger are only allowed to swim in the Training Pool.
- Kickboards, pull buoys, swim paddles, fins with a maximum length of 8 inches or 20cm and weight belts are allowed for training purposes.
- Wear appropriate swimwear of colourfast and lightweight material such as lycra, spandex or nylon.
- Appropriate swimwear includes:
 - One or two-piece swimsuits
 - Swim trunks, jammers, swim board shorts
 - Rash guards/Wetsuits
 - Hijood/burqini or other approved Islamic swimwear
 - Waterproof swim nappies for non-toilet-trained kids
- Lifeguards or any other personnel authorized by the Company reserve the right to refuse entry or to remove any patron in inappropriate attire, from the swimming pool or the Venue.



DON'TS

- Lane lines are not weight buoyant. Do not hang onto lane lines.
- The list of prohibited activities, behaviours, persons, and items at OCBC Aquatic Centre include but are not limited to:
 - Competitive or repetitive underwater breath holding or underwater distance swimming;
 - Persons who conduct private coaching in the pool whether for personal financial gain or not
 - Spectators on the pool deck;
 - Inflatable floatation devices e.g. arm floats;
 - Life jackets that are not Safety of Life at Sea (SOLAS) or equivalent approved;
 - Professional cameras, lens, videography, and underwater photography;
 - Food and drinks (except plastic water bottles), smoking, and alcohol;
 - Helmets of any type, bicycles, scooters, skateboards, and trolleys of any form;
 - Spitting, spouting water, blowing nose and urinating in the pool;
 - Gym shorts, sports bra, regular diapers, and any attire that is deemed inappropriate by the Company and/or lifeguards;
 - Footwear, heels, and clothing on the pool deck;
 - Use of starting block, diving, pushing, running, horseplay, wrestling and dunking;
 - Pets in the OCBC Aquatic Centre;
 - Patrons suffering from open wounds, eye/skin infections and communicable diseases or experiencing any diarrhoea;
 - Any other activity, behaviour or item which poses a risk of injury to any patron or causes public nuisance, as determined by the Company and/or its authorized personnel at its sole discretion.

Pool Safety & Adult-Child Supervisory Ratio

- (a) All patrons must adhere to the adult-child supervisory ratio stated below.
- (b) Each ratio indicates the maximum number of children that one responsible adult (aged 18 or older) can supervise.

Parent/guardian must be in proper swim attire in the water, actively participating within arm's reach at all times, where applicable:

Age	Information	Admission Requirements	Adult: Child ratio
5 years and below	Adult must be in water	Always accompanied within arm's reach	1:2
6 to 12 years old		Always accompanied	1:4
13 to 15 years old			1:8

High-risk participants must be in a ratio of 1:1 and include persons who:

- (a) have a condition or illness that may put them at risk in an aquatic environment (e.g. frequent seizures, fainting conditions, etc.);
- (b) have special needs;
- (c) are unable to control behaviours or impulses and require direct supervision; or
- (d) are non-swimmers.