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  - For development or implementation of programs, products or services provided by SSC and / or in collaboration with any third parties;
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  - For all purposes as required by law, including without limitation court proceedings, criminal investigations or prosecutions or where so ordered by any competent authority;
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## **11. General**

- Your access to or use of the website, as well as these Terms shall be governed by and construed in accordance with Singapore laws and you agree to submit to the exclusive jurisdiction of the Singapore courts.
- i-Magination Solution Pte. Ltd's failure to insist upon or enforce strict performance of any provision of these Terms shall not be construed as a waiver of any provision or right.
- If any part of these Terms is held to be unenforceable, the unenforceable part shall be given effect to the greatest extent possible and the remainder will remain in full force and effect.

- By accessing and/or using ICanBook.com.sg, the user agrees that Singapore law (including without limitation the Electronic Transactions Act, Chapter 88) shall govern such access and the service.

## **BOOKING RULES**

### **GENERAL INFORMATION**

The use of SSC facilities is governed by the provisions of the Singapore Sports Council Act and any other rules and regulations, which may be implemented from time to time. These provisions are displayed on the notice board at all SSC sports facilities.

The Singapore Sports Council, its servants and/or agents will not in any way be held responsible for any personal injury, disability, death, damage or loss of property or any other loss or damage arising, or in connection with the use of its sports facilities.

### **BOOKING RULES**

#### **1 Registration and Verification**

- 1.1 A hirer must be registered and verified in *ICanBook* before he is allowed to book SSC facilities or school fields/halls.
- 1.2 For a one-time registration and verification, a hirer has to visit any of the SSC booking offices with his NRIC or Passport or Driving Licence or Student Pass. In the case of foreigners, he can either use his passport or FIN pass to do so. For those who wish to do registration and verification online, they have to logon to [www.ICanBook.com.sg](http://www.ICanBook.com.sg) and upload a copy of their NRIC, Passport or FIN Pass.

#### **2 Acceptance of Bookings**

- 2.1 Bookings are accepted on a first-come-first-serve basis at any of the SSC booking offices from 7.00am daily or via the self-service kiosks or Internet.
- 2.2 Booking of facilities must be done using the hirer's own name. No block booking or booking of the facilities by proxy will be accepted.
- 2.3 SSC reserves the right to reject any booking made by the hirer who refuses to produce personal NRIC or passport for verification.

#### **3 Booking up to 14 Days in Advance for Walk-In and Internet Hirers**

Walk-in and Internet hirers can book any of the activities in the following table up to 14 days in advance.

Type of Activity	Booking Opening Time*
Badminton	7.00 am
Basketball /Volleyball / Netball # (Indoor/Outdoor) (Available only at CCAB)	

Volleyball Indoor # (Available only at Hougang Sports Hall)	
Tennis/Tennis Wall	1.00pm
Gateball	
Netball	
Petanque	
Table-Tennis	
Squash	

\* The Booking Opening Time applies only if you are booking slots for the 14<sup>th</sup> day in advance.

Example: On 1 September, if you wish to book badminton for 15 September, you can do so from 7.00am onwards, but if you wish to book tennis for 15 September, you can only do so from 1.00pm onwards.

# For Basketball, Volleyball and Netball, the Booking Opening Time for online booking is 6.45am.

#### 4 Booking Quota

A person is allowed a quota of 2 peak hour slots if he is booking slots for the 14<sup>th</sup> day in advance.

Peak Hours : 6pm to 10pm on weekday  
7am to 10pm on weekend (Sat & Sun) and public holiday

Non-peak-hours : 7am to 6pm on weekday, excluding public holiday

#### 5 Phone Bookings

5.1 Hirers who book through phone are allowed to book slots up to 7 days in advance. Example: If you call on 1 September, you can book for any slots up till 8 September.

5.2 Payment for phone bookings must be made at least 15 minutes before usage time; otherwise system will automatically cancel the booking and release it for others to book.

5.3 Phone booking acceptance time is from 8.00am to 12.30pm and 2.00pm to 9.30pm daily.

5.4 Phone booking is not allowed for soccer activity.

#### 6 Payment for Counter, Self-Service Kiosk and Online Bookings

6.1 Payment must be made immediately once the booking has been accepted.

6.2 At the counter, payment must be made in cash.

6.3 At self-service kiosks, payment may be made using eNets Credit/Debit, NETS, Cash Card, EZLink or GIRO.

6.4 For online, payment may be made using eNETS Credit/Debit or GIRO.

## **7 Cancellation, Replacement and Refund of Bookings**

- 7.1 No refund or replacement will be allowed for bookings once payment has been made.
- 7.2 However, if the court is unplayable due to inclement weather or power failure, a hirer may choose a replacement or refund for the affected slots provided that less than half of the slot has been utilized before the court becomes unplayable.
- 7.3 The replacement or refund for the affected slot(s) must be claimed within fourteen (14) days from the rain-off date, failing which no replacement or refund will be given.
- 7.4 For replacement of a rain-off slot, hirer may choose any available time slot within a 14 days period.
- 7.5 If the court fee of the replaced time slot is higher than the original time slot, hirer must pay the difference. If it is otherwise, a refund for the difference will be given.
- 7.6 A replacement or refund may be made at any of the SSC's Booking Office.
- 7.7 A hirer is required to surrender the original receipt to the Booking Office or produce his NRIC to prove he is the rightful hirer in order to claim the replacement or refund of the rain-off slot.
- 7.8 For soccer, there is no replacement for rain-off slot. In case of rain-off, the affected hirer will be given a refund in cheque, which will be mailed to the hirer's address as maintained in our records about 3 weeks from the rain-off date.

## **8 Soccer Balloting and Booking**

- 8.1 Soccer pitch booking is subject to a monthly ballot that is conducted on the first Wednesday of the month. The electronic ballot is to pick the successful hirers who have applied for soccer time slots in the following month. Example: Ballot conducted in March is to pick the successful hirers who have applied for soccer time slots in April.
- 8.2 To participate in the ballot, a hirer must submit the ballot request indicating his choice of time slots by 23<sup>rd</sup> of the month prior to the ballot day. Example: If hirer wishes to participate in March ballot, his ballot request must be submitted by 23 February.
- 8.3 Each hirer is allowed to submit only one ballot request per month with a maximum of 4 choice time slots. However, successful hirers are allocated a maximum of 2 choice time slots.
- 8.4 Successful hirers will be notified via sms after the ballot is conducted. Hirers may also check the ballot results at any SSC booking office or logon to [www.ICanBook.sg](http://www.ICanBook.sg).
- 8.5 Successful hirers are required to settle the payment of all the allocated slots by the 7th day starting from the date of balloting, failing which the slots will be auto-cancelled and released for others to book.  
Example: If ballot date is 4 March, payment must be made by 10 March.
- 8.6 For payment of balloted slots, hirers have to do so personally at any SSC booking offices between 7.00 am to 9.30 pm and must bring along their original NRIC/Passport for the purpose of verification. Hirers are strictly not allowed to appoint proxy to make payment on their behalf. SSC reserves the right to cancel or reject any booking/payment if the hirer does not comply with any of the booking rules and regulations.

- 8.7 For slots that are not taken up on ballot day, hirers can book them immediately after the ballot is over. However, each hirer is only allowed to book one available slot per day.
- 8.8 Any transfer or attempt to transfer a soccer booking from one hirer to another is void. SSC shall have the right to cancel the soccer booking without prior notice to the hirer, and the booking fee paid shall be forfeited. A hirer is deemed to attempt to transfer a soccer booking when he offers the booked facility or time-slot to a member of the public for consideration.