

ACTIVE PARENTS

Frequently Asked Questions (FAQs) (as of Nov 2021)

PROGRAMME-RELATED MATTERS

1. What is the Active Parents School Holiday Programme about?

This is a signature initiative for parents to engage fully in fun physical activities with their children. The programmes are designed for the parent-child pair to have fun and bond through interactive sporting and fitness experiences, and to offer parents ideas and tips to continue to play with their child beyond the session.

Parents' enthusiasm and encouragement will motivate the children to learn and lead an active and healthy lifestyle. Thus, we encourage parents to participate actively in the activities and enjoy the fun together!

2. Do my child and I need to be familiar with the sport and fitness activities to join the session?

The programme is designed to be beginner-level, and no prior experience is required for both parent and child participating. The programme design and activities cater to the age group as indicated in the programme description for the respective sport and fitness.

Please refer to the programme description in details listed in the registration page, for any pre-requisite requirements.

3. Can I bring more than one child to a Parent-and-Child session?

The programme is designed to provide quality bonding time for one-on-one interaction and play between each pair, in order to maximise the engagement and enjoyment. Each programme registration allows participation by one (1) parent and one (1) child only. If you are coming with your spouse and another child, you can sign up for the same slot and participate together.

4. What do we need to wear/bring for the session?

Equipment required for the conduct of the programme will be provided for. Participants are to be dressed in sporting attire and bring along a water bottle to keep hydrated during breaks.

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REGISTRATION AND PAYMENT MATTERS

5. How do I register for the programme?

You may register using your child's ActiveSG account via the following methods,

- i. ActiveSG mobile app/website
- ii. Guest Services Office at all ActiveSG Sport Centres

Please note that programme must be registered using the ActiveSG account of actual attendee (child). Registration is non-transferrable because by signing up for the programme, the participant agrees to the Warranties and Indemnities.

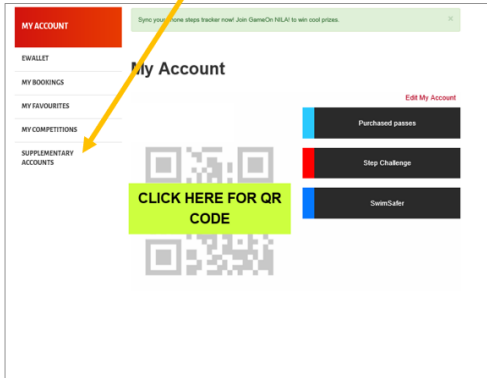
Parents are to also ensure the personal particulars (e.g., email address and mobile number) of your child's ActiveSG account are up to date. This will allow the Active Parents' team to contact you to inform of any pre-programme details or updates (if any).

6. If my child currently does not have an ActiveSG account, how do I register?

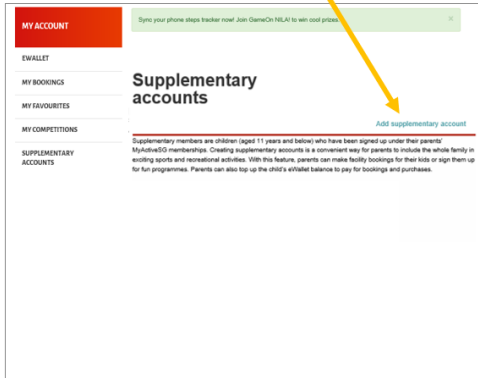
For children below 12 years old, you will be required to create an ActiveSG supplementary account for them, tagged to the accounts of their parents/guardians via the following methods,

- i. Creation of Supplementary Account via [ActiveSG website](#)

Step 1: Click on "Supplementary Accounts"



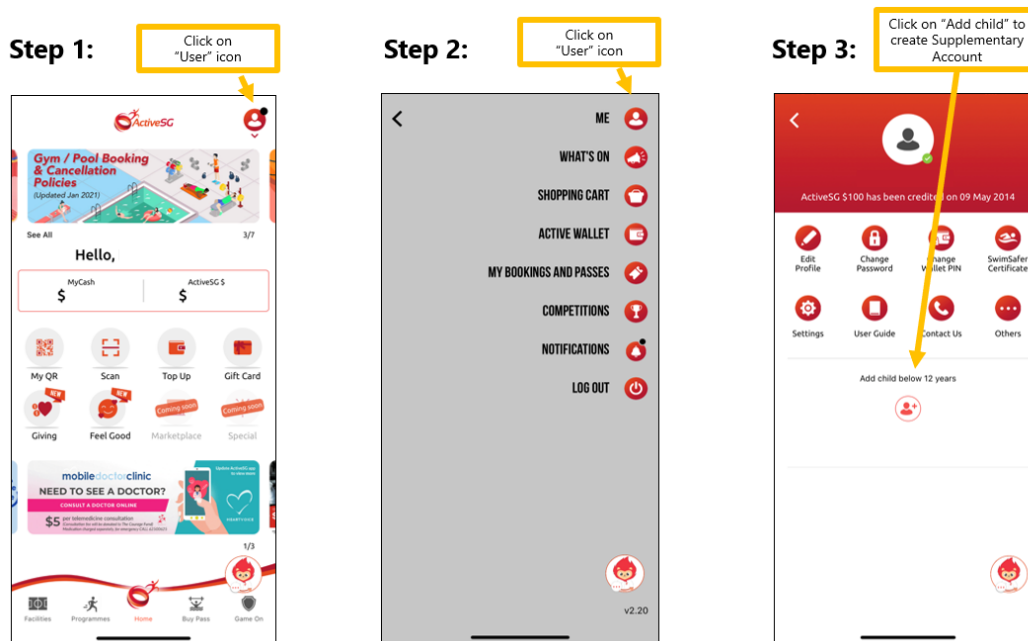
Step 2: Click on "Add supplementary accounts"



The image shows two screenshots of the ActiveSG website interface. The first screenshot, labeled 'Step 1', shows the 'My Account' page with a sidebar on the left containing 'Supplementary Accounts'. A yellow box highlights this link, and a yellow arrow points to a yellow box labeled 'CLICK HERE FOR QR CODE' which is positioned over a QR code on the main content area. The second screenshot, labeled 'Step 2', shows the 'Supplementary accounts' page with a yellow box highlighting the 'Add supplementary account' link in the top right corner, and a yellow arrow pointing to this link.

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ii. Creation of Supplementary Account via ActiveSG mobile app



Any matters relating to creation on ActiveSG account, head over to <http://www.myActiveSG.com/About-ActiveSG/Membership-FAQs>

7. Why does the system show that the registration is invalid/not eligible?

Please ensure that you are using your child's ActiveSG supplementary account to register for the programme, and he/she is of the appropriate age for the programme as indicated in the programme details.

8. Can I use ActiveSG credits to pay for the programme?

You may use the ActiveSG dollars to offset up to 30% of the programme fee. The balance needs to be paid via cash/credit card.

9. If I wish to withdraw from the programme before it starts, can I get a refund?

There will be no refund for any programme withdrawal or cancellation.

If you have further questions, feel free to contact us at activeparents@sport.gov.sg