

Frequently Asked Questions (FAQ)

Question: What are the different accreditation pass issued?

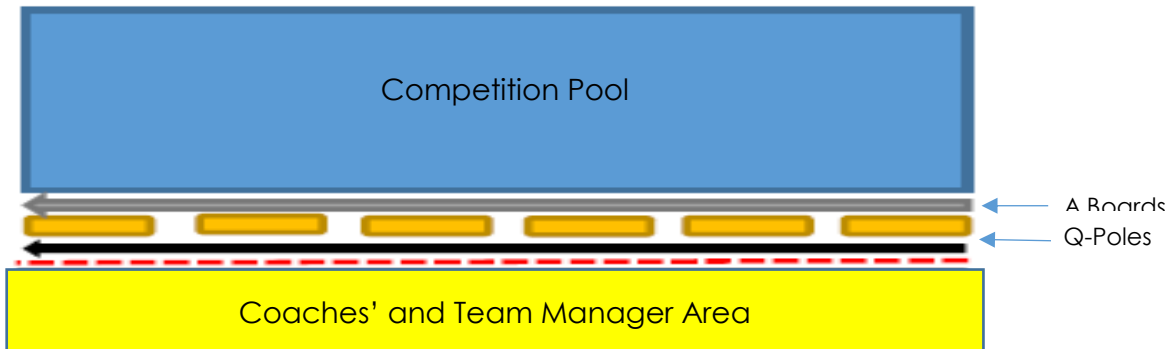


Question: Where am I allowed to enter with the accreditation pass issued?

Answer:

	Athletes	Coaches/Team Managers
Back-Of-House (Court Yard @ Level 1)	✓	✓
Athlete Call Room	✓	X
Field-Of-Play	✓	✓
Training Pool	✓	✓

For the Neo Garden 13th SNSC 2017, only Athletes, Coaches and Team Managers will be allowed onto the Field-Of-Play during the competition. Refer to diagram below for coaches' and team managers' area.



Question: Where are the entrance points into the venue?

Answer:

- A. East entrance Level 2 for public with no accreditation
- B. Main entrance @ Level 1 for personnel with accreditation pass

Question: What are the Restricted/ Prohibited items?

Answer:

A. Food and Beverages

Athletes can bring in their recovery food via main entrance and consume at the Back-Of-House and the spectator stand at the East Stand.

B. Foldable Chairs, Beds and Mats

Please note that foldable chairs and beds are not allowed into the venue.

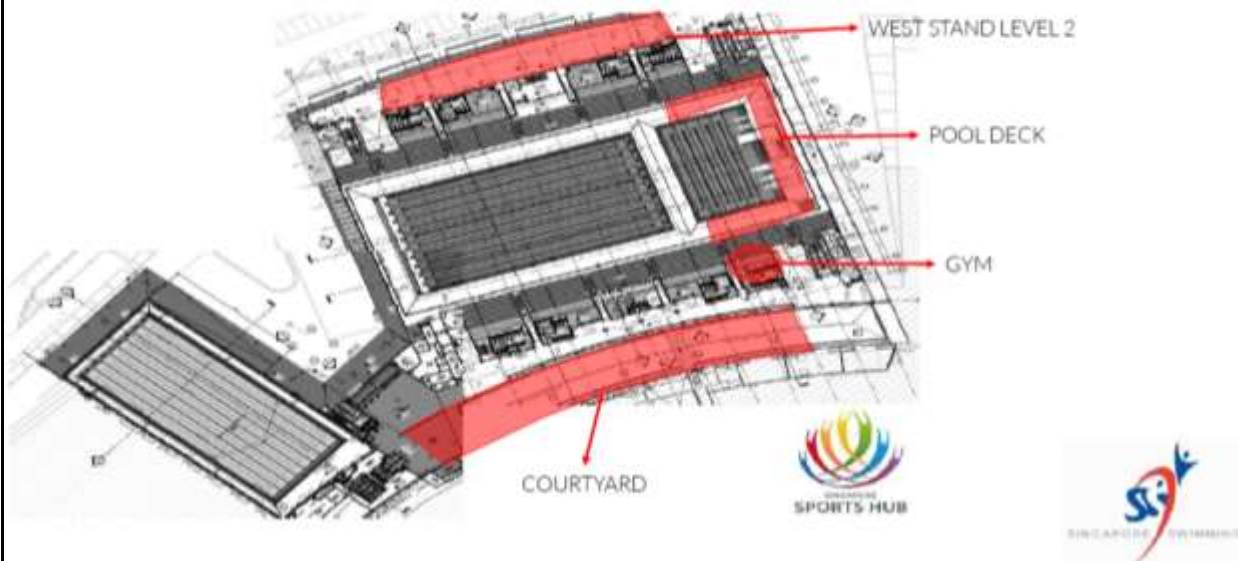
Stretching Mats are only allowed in the following locations; please refer to the following diagram.

- i. Back of house area (Courtyard) situated in Level 1
- ii. Gymnasium
- iii. Area under Diving Pool Tower

Please note that access to the diving platform is strictly not allowed, all athletes are to stay on level 1.

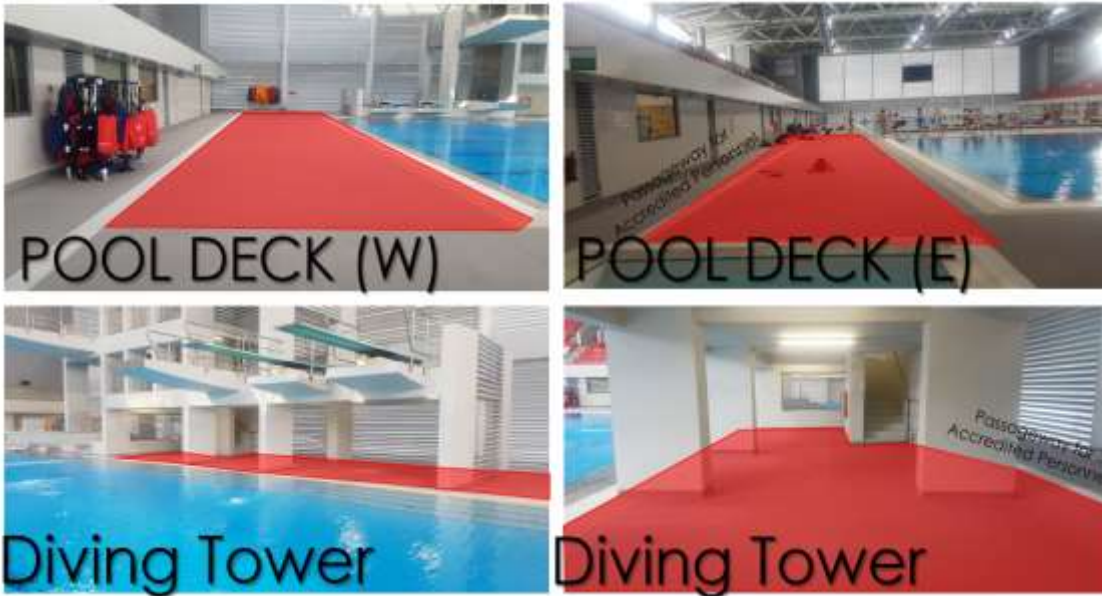
All EXIT points and area in front of Medical Centre must be clear at all times.

Athletes may lay their mat within the red demarcated area



Athletes may lay their mat within the blue demarcated area





Swimmers may choose to place their stretching mats in the areas highlighted. Please note that the area marked around the diving pool is for the area UNDER the diving structure only and not behind the diving structure as that would be a walkway.

Please note that this is based on a first-come-first serve basis.

C. Tripods

Tripods will only be allowed on the 3rd level of east stand within the area demarcated by the venue for both coaches and parents. The area in 3rd level of the east stand is for Coaches ONLY.

Sports hub reserves the right at all times to refuse entry to or remove any person from the Venue under but not limited to circumstances such as incompliance of the Conditions of Entry for events at OCBC Aquatic Centre. For more information, click [here](#) to refer to the Conditions of Entry for events at OCBC Aquatic Centre.

Question: Where can I warm-up?

Answer:

Athletes are able to warm-up in these areas.

A. Training Pool

The Training Pool is open throughout the meet. Training equipment such as Fins, Snorkels, Paddles Kickboards and Pull Buoys are allowed.

B. Diving Pool

The Diving Pool is open throughout the meet. No training equipment is allowed.

C. Competition Pool

The Competition Pool is open only before and after the meet. No training equipment is allowed.

The Jacuzzi Pool is out-of-bounds.

No parents are allowed to be in the Training Pool, Diving Pool and Competition Pool.

Training equipment are only allowed in the training pool

Question: Where can I get the start list, results and other competition details?

Answer:

You can get the hardcopy of the start list and the results in the pigeon hole that we have placed outside the athlete call room.

You can also visit our website to download the start list and results.

http://www.swimming.org.sg/Neo_Garden_13th_SNSC_2017.aspx

Others:

- A. A Television will be placed at the training pool to display the live scoring results similar at the Field-Of-Play. Athletes and Coaches can now be better informed on the events that are going on and can better estimate the reporting time to the call room.
- B. For Neo Garden 13th SNSC 2017, the diving pool will be open for warm-up and cool down even during the competition for swimmers who have back-to-back events.
- C. The estimated timing on the start list is to be **used as a guide only**. *Athletes are responsible to check the reporting timing of their event and report to the call room accordingly*