



2 TICKETS

The Singapore 2010 Ticket	14
FAQs	16

The Singapore 2010 ticket is the only proof of entry for admission into a competition venue.

Ticket Stub

2090806-00001


T1001
AQUATICS –
SWIMMING
DAY 1 PRELIMS

Entrance **MAIN**

Section
**GENERAL
ADMISSION**

Standard
S\$10.00 (incl GST)


Competition Event

 **SINGAPORE 2010**
YOUTH OLYMPIC GAMES™


T1001
AQUATICS –
SWIMMING


AQUATICS – SWIMMING
SUN 15 AUGUST 2010 6:00 PM

SINGAPORE SPORTS SCHOOL, SWIMMING POOL
DAY 1 PRELIMS




Entrance	Section	Standard
MAIN	GENERAL ADMISSION	S\$10.00 (incl GST)





Venue

Event Date & Start Time



Keep Your Tickets Safe

Your ticket is a valuable item, so keep it safe! A lost, stolen or damaged ticket will not be replaced, so please do not allow a moment's carelessness to mar your Games experience. Do not remove the ticket stub as this will void the ticket.

Getting to the Events

To be environmentally-friendly, please take public transport. Your ticket comes with a Singapore 2010 DBS Visa Prepaid Companion Card that enables you to travel free on public transport on the provided day of your event. Another reason to use public transport is that there is no parking provided at the competition venues. Please refer to the section on the Singapore 2010 DBS Visa Prepaid Companion Card for more details.

When you arrive at a venue, please follow the signs and the instructions of the venue staff for smooth clearance through the ticket and security checks. Please plan to arrive at least an hour ahead of time to avoid having to rush or missing part of the event. Early arrival will also give you ample time to buy souvenirs, take photographs and enjoy the Games atmosphere.

Getting Seated

For General Admission events, spectators will be seated on a first-come-first-served basis within the seating gallery. Please follow the signs and the instructions of the venue staff.

Your ticket entitles you to one seat. No reservation of seats is allowed, so please come with your friends if you wish to sit together.

Check for Latest Updates

The competition schedule may be subject to change due to weather or other factors beyond our control. Please check the Singapore 2010 website at www.singapore2010.sg or call the Singapore 2010 Hotline at +65 6471 5588 for the most up-to-date information on the competition schedule.

Q : What is included in the Singapore 2010 ticket?

A : The ticket allows you to enter a specific venue to watch a specific competition session. The ticket also comes with a Singapore 2010 DBS Visa Prepaid Companion Card that provides complimentary travel on public transport (four Mass Rapid Transit (MRT) rides and unlimited bus rides) for you to travel to and from the venue on the event day. Please refer to the section on the Singapore 2010 DBS Visa Prepaid Companion Card for more details.

Q : Will tickets be available for sale at the sport competition venues?

A : There will be Ticket Box Offices at the venues to provide ticket sales services, subject to availability of the tickets. We recommend you book your tickets early so you can enjoy the complimentary public transport to and from the venue and avoid disappointment in case of sold-out sessions.

Q : Can I bring my infant or child for the Games? Is there free admission for children below 2 years old?

A : Yes. You can bring your infant or child into any venue. However, all spectators, regardless of age, must have a ticket for entry into a venue.

Q : Can I get a refund if I change my mind about watching the Games?

A : We regret that we are unable to entertain any requests for refunds. Please choose your tickets carefully. Payment is processed immediately upon submitting your ticket order. Once submitted, it is not possible to change, cancel or return your tickets. As stated in the Terms and Conditions of Ticket Sales and Use, ticket sales are final and no cancellations, exchanges or refunds will be allowed.

Q : What if my tickets get lost, stolen or defaced?

A : Tickets cannot be replaced if lost or stolen. To minimise the risk of loss, we recommend that you arrange to collect your tickets via the Authorised Ticket Counters in person. Should you choose to have your tickets delivered by registered mail, they will be delivered in generic packaging and you must sign for the tickets in person. Please take care of your tickets as exposure to water, dirt, heat or sunlight may damage them. Should any part of your ticket become illegible or detached, you may be refused admission.

Q : Do I get to choose where I sit?

A : You may choose where to sit within the designated section/ area. However, please note that no reservation of seat is allowed and spectators are encouraged to fill the seats to avoid leaving pockets of seats or gaps.

Q : Will I still be able to enter into the competition venue after the game has started?

A : Yes. However, you may have to wait for an appropriate break in the session to re-enter the seating gallery. This depends on the code of conduct for specific sports

and venues. We advise you to turn up for the event punctually to avoid distracting other spectators by entering while the competition is on.

Q : Will I be able to re-enter a venue after exiting?

A : Yes. You will still be able to re-enter the competition venue. A re-entry tag will be issued to you upon your exit. You will need to present both your ripped ticket and re-entry tag for re-admission.

Q : Once I enter the venue, can I go anywhere I want?

A : You must remain in the Front of House common areas. The Field of Play and reserved zones for workforce and athletes are closed to spectators.

Q : Will the sport competition venues be sheltered?

A : Some sport competitions will take place at outdoor venues that are subject to varying weather conditions. Please dress appropriately for outdoor venues (Singapore has a tropical climate). Bring your sunglasses, hat, and sunscreen as the sun at outdoor venues can be strong. Bring a poncho if rain is forecasted.

Q : Is there a dress code?

A : Please wear comfortable clothing and shoes.

Q : I am supporting my national team. Can I bring in my national flag, horns, drums and loud hailers to cheer my team?

A : You may bring in the national flags of the participating National Olympic Committees but they should not exceed two square metres in area (e.g. two metres in length and one metre in width). Musical instruments, such as horns or drums, and loud hailers are restricted in the competition venues for the comfort and safety of the other spectators and athletes.

Q : Will there be any accessible seats for the Games?

A : A limited number of accessible seats will be available at some venues. Please call the Singapore 2010 Ticketing Call Centre Hotline at +65 63482010 for more details on how to purchase such tickets.

Q : Can I still be part of the Singapore 2010 Games experience without buying a ticket to an event?

A : We invite everyone to celebrate the Singapore 2010 Games in their own way. You can watch free-to-air broadcast, follow the Games through social media channels and attend related community events. For more excitement, you can take part in the various City Celebration activities.

Q : Are there any free competition events that I can attend?

A : Yes. Cycling (Road Race and Time Trial), Sailing and Triathlon are non-ticketed sport competitions that you may attend free of charge.