

RESOURCE BOOKING SYSTEM – TERMS & CONDITIONS

1. Overview

The Resource Booking System (REBOKS) provides the following services:

- 1.1. Booking of selected facilities
- 1.2. Topping up of funds into eWallet

2. Useful References

- 2.1. REBOKS Frequently Asked Questions (FAQs) can be found [here](#).
- 2.2. REBOKS User Guide for Group Representative (i.e., Applying as Group Representative and making bookings on behalf of your NUS Student Organisation or NUS Department) can be found [here](#).
- 2.3. REBOKS User Guide for Approving Officers (i.e., Staff Advisors/ Heads of Department or designate who are required to approve their respective NUS Student Organisation or NUS Department's bookings) can be found [here](#).
- 2.4. Please email queries to the REBOKS Administrator at reboks@nus.edu.sg.

3. Agreement

In order for you to enjoy these services, you must agree to the following Terms & Conditions. If you do not agree to these Terms & Conditions, you must discontinue your usage of the REBOKS.

4. Personal Data

The REBOKS will collect personal data from user. User consents to providing these personal data to NUS for the following purposes:

- 4.1. For NUS to authenticate the identity of the user
- 4.2. For NUS to manage user's REBOKS account
- 4.3. For NUS to communicate with the user with regard to the services provided by REBOKS
- 4.4. For NUS to communicate with the user and the user's emergency contact person in the event of an emergency
- 4.5. For NUS to validate transactions
- 4.6. NUS will not share the collected personal data with any third party or use the information for any other purposes without the prior consent of the user.

5. NUS Users (Individuals)

Only the following NUS Users (Individuals) will be granted accounts to login to the REBOKS:

- 5.1. NUS Staff – This refers to an individual with a valid NUS Staff Card
- 5.2. NUS Student – This refers to an individual with a valid NUS Student Card
- 5.3. University Guest (Staff) – This refers to an individual currently hosted by and working at an NUS Department.
- 5.4. University Guest (Student) – This refers to an individual currently hosted by and studying at an NUS Faculty or School.
- 5.5. University Guest (Resident) – This refers to an individual who is 13 years old and above (on date of application) and who is currently residing on NUS campus together with an NUS Staff or NUS Student. They must be family members of that NUS Staff or NUS Student.

6. Facilities Available for NUS Users (Individuals)

NUS Users (Individuals) may:

- 6.1. book facilities for 4 activities (i.e., Badminton, Squash, Table Tennis and Tennis) up to 14 days in advance (slots for the 14th day will be opened for booking from 12pm on the 1st day e.g., user can only book the slot on 14 Jan if he/she logs in after 12pm on 01 Jan.)
- 6.2. book a maximum of 1 non-peak hour* slot per activity (1 slot = 1 hour) per week
- 6.3. book a maximum of 1 peak hour* slot per activity (1 slot = 1 hour) per week
- 6.4. not book facilities for 2 different activities at the same time-slot
- 6.5. not cancel their bookings (subject to availability, bookings may be rescheduled if made in the REBOKS more than 3 days before the original booking dates).

** Peak hours start from 6pm on weekdays and are for the full day on weekends/public holidays*

7. Charges for NUS Users (Individuals)

There may be charges for the booking or usage of selected facilities. Please refer to the table below:

	NUS Students who pay sport fees		- NUS Staff - University Guest (Staff) - University Guest (Student) - University Guest (Resident) - Immediate Family Members of NUS Staff (i.e. Spouse and Children)	
	Non-peak	Peak*	Non-peak	Peak*
Gym Membership (Yearly)	Free		\$150.00	
Pool Membership (Yearly)	Free		\$60.00	
Gym - Individual (Per Entry)	Free		\$1.25	
Pool - Individual (Per Entry)	Free		\$0.50	\$0.65
Badminton Court (Per Hour)	Free	\$1.85	\$1.75	\$3.70
Table Tennis Table (Per Hour)	Free	\$0.80	\$0.75	\$1.60
USC - Squash Court (Per Hour)	Free	\$1.50	\$1.50	\$3.00
Outdoor Tennis Court (Per Hour)	Free	\$2.38	\$1.75	\$4.75

* Peak hours start from 6pm on weekdays and are for the full day on weekends/public holidays

o Gym users must be **13 years old** and above for safety reasons.

8. eWallet

NUS Users (Individuals) will each be issued an eWallet to make online payment for the services. Such users can top-up funds into their eWallet by credit card or eNETS subject to a minimum of \$20 per top-up.

9. Refund for NUS Users (Individuals)

- 9.1. There is no transfer of eWallet funds from one user to another.
- 9.2. Refund, in the form of credits to eWallet, may be granted only to NUS Users (Individuals) in the following situations:
 - 9.2.1. Booking was cancelled by NUS.
 - 9.2.2. Booked facility was deemed unusable by NUS (e.g., Outdoor facilities deemed unusable by NUS due to adverse weather), in which event the request for refund by User must be made within 7 days from the booking date.
- 9.3. There is no refund to NUS Users (Individuals) in the following situations:
 - 9.3.1. User failed to utilise the booking.
 - 9.3.2. Unutilised per-entry ticket.
 - 9.3.3. Removal of user from the facility pursuant to these Terms & Conditions.
 - 9.3.4. Account suspension.
- 9.4. Users may request for the pro-rated refund of one-year membership within 3 months of Account Termination. Thereafter, no refund will be accorded.
- 9.5. Users may request for the cash refund of any balance funds in their eWallet within 3 months of Account Termination.
- 9.6. Users are to email REBOKS Administrator at reboks@nus.edu.sg to request for refund.
- 9.7. Users must keep their bank account valid in order for refund to be credited.

10. Personal Guests of NUS Users (Individuals) [NOTICE: Personal Guest are no longer allowed till further notice]

Personal guests of NUS Users (Individuals) will not be granted accounts to login to the REBOKS. However NUS Users (Individuals) may book selected facilities or purchase per-entry tickets for their personal guests. Personal guests must be accompanied by their respective NUS Users (Individuals) when using these facilities. Please refer to the table below. NUS Users (Individuals) remain responsible for the conduct and safety of their personal guests.

Facilities	Personal Guest	Remarks
Fitness Gyms	Not allowed to use	No personal guests are allowed to use our Fitness Gyms
Swimming Pools	Allowed to use only when accompanied by NUS User (Individuals)	Requires NUS User (Individuals) to purchase Ticket for personal guest. Personal guest must be accompanied by the NUS User (Individuals) when using the facility.
		Children who are 12 years old and below must be accompanied and supervised by a NUS User (Individuals) who is 18 years old and above.
Badminton Courts	Allowed to use only when accompanied by NUS User (Individuals)	Requires NUS User (Individuals) to book the facility. Personal guests must be accompanied by the NUS User (Individuals) when using the facility.
Squash Courts		
Table Tennis Tables		
Tennis Courts		

11. NUS Student Organisations (Group bookings)

- 11.1. Only Student Organisations recognised by NUS will be granted Group Representative accounts to login to REBOKS for booking of facilities. Such NUS Student Organisations may include Clubs, Interest Groups, Varsity Sports Teams and Societies. These NUS Student Organisations must have a NUS Staff Advisor.
- 11.2. NUS Student Organisations may book selected facilities for their NUS Student Organisations' activities. Usage of these facilities must only be for the official activities of the NUS Student Organisations as approved by the NUS Staff Advisors.
- 11.3. An NUS Student Organisation may appoint a student leader to be its Group Representative. This student leader may apply to be a Group Representative through REBOKS. The Group Representative will then be able to book selected facilities for the NUS Student Organisation.
- 11.4. The booking is subject to the support of the NUS Staff Advisor and the approval of the REBOKS Administrator.
- 11.5. If your Student Organisation is not listed in REBOKS, please inform REBOKS Administrator at reboks@nus.edu.sg.
- 11.6. REBOKS User Guide for Group Representative (i.e., Applying to be Group Representative and making bookings on behalf of your NUS Student Organisation) can be found [here](#).

12. NUS Departments (Group bookings)

- 12.1. NUS Departments may book selected facilities for their departments' activities. Usage of these facilities must only be for the official activities of the department as approved by its Head of Department or designate.
- 12.2. The booking is subject to the support of the Head of Department or designate and the approval of the REBOKS Administrator.
- 12.3. Please email REBOKS Administrator at reboks@nus.edu.sg for booking.

13. Facilities Available for NUS Student Organisations and NUS Departments (Group bookings)

NUS Student Organisations and NUS Departments (Group bookings) may book the open venues, multipurpose fields, stadium fields, outdoor courts, swimming pools and multipurpose sport halls. The booking availability window may vary according to the type of activities.

14. Charges for NUS Student Organisations and NUS Departments (Group bookings)

There may be charges for the booking or usage of selected facilities. Please email queries to the REBOKS Administrator at reboks@nus.edu.sg

15. Open Venues

- 15.1. Open venues refer to the Central Library Forum, Plaza@YIH, and benches at Central Library Level 4.
- 15.2. Only authorised Group Representatives are allowed to book an open venue. These booking applications are further subject to the approval of the proposed activity by the Head of Department or designate or NUS Staff Advisor overseeing the NUS Department or NUS Student Organisation respectively.
- 15.3. Acceptable sound level should not exceed 90 decibels. The organiser must loan a Sound Meter from OSA to monitor the sound levels if any performance or any form of Audio/Visual equipment is used.
- 15.4. Each NUS Student Organisation can only organise one bazaar (or similar in nature) per academic year.
- 15.5. Bookings are restricted to a minimum of 1 day to a maximum of 3 consecutive days.
- 15.6. Users are reminded to observe and ensure compliance, where applicable, with regulatory requirements, such as (but not limited to):
 - 15.6.1. Temporary Change of Use Permit Application (TPA) through the Office of Safety, Health and Environment (OSHE);
 - 15.6.2. National Environment Agency (NEA) permit if food items are to be sold at the temporary stalls;
 - 15.6.3. Copyright Music Permit from COMPASS;
 - 15.6.4. Licence under the Public Entertainments Act (Cap. 257); and/ or
 - 15.6.5. Licence or permit under the Public Order Act (Cap257A).

16. Photo-Identification **[NOTICE: Personal Guest are no longer allowed till further notice]**

All users may be subjected to onsite checks by staff of Sports and U Town Management Unit (SUU) and/or NUS's appointed agents. All users, including personal guests, are required to present photo-identification documents and booking receipts when requested. NUS and/or its appointed agents reserve the right to remove from the facility or refuse entry into the facility any user who is unable to provide photo-identification documents and/or booking receipts.

17. Impersonation

It is an offence for anyone to gain access and/or use the facilities by assuming another person's identity. It is also an offence for any NUS Staff or NUS Student to allow their NUS Staff Card or NUS Student Card to be used by someone else to gain access to and/or use the facilities.

18. Account Termination

A user account, by default, will be terminated on the day that an individual is no longer an NUS Staff, NUS Student, University Guest (Staff), University Guest (Student), University Guest (Resident) or a Group Representative.

19. Account Suspension

NUS may suspend a user or disallow the use of the facilities if NUS determines the user to have breached or violated any of these Terms & Conditions and/or the facilities-specific regulations.

20. Facility Specific Regulations

- 20.1. Facilities must be used only for the approved purpose. NUS reserves the rights to inspect and disallow the use of the facilities at any time, should the usage be deemed as deviating from the stated purpose.
- 20.2. User will abide by the regulations governing the use of each facility. Users are advised to read these facility-specific regulations which are available from SUU. These facility-specific regulations may include, without limitation, rules governing the following:
 - 20.2.1. Whether personal guests are allowed to use the facility;
 - 20.2.2. Whether user can purchase per-entry ticket for personal guest;
 - 20.2.3. Whether there is any age restriction;
 - 20.2.4. Whether proper attire and proper equipment are required; and/or
 - 20.2.5. Whether food or drinks are allowed in the facility.

21. General Rules

- 21.1. NUS reserves the right to approve or refuse an application for the booking of facilities.
- 21.2. NUS reserves the right to approve or refuse an application for the purchase of per-entry tickets or one-year memberships.
- 21.3. NUS reserves the right to approve or refuse anyone entry into the facilities.
- 21.4. User shall leave the facilities in the same good condition as when user first entered or took over the same for use. Extra care must be taken to ensure that the premises are kept clean, dry and free of litter after use. User may not change the condition and/or location of equipment without NUS's prior written approval. All equipment shall be returned to their original condition and location at the user's expense.
- 21.5. User shall conduct himself or herself appropriately when using the facilities. NUS reserves the right to remove from the facility or refuse entry into the facility any user who is difficult and/or uncooperative, or whose act and conduct NUS deems to be unreasonable and detrimental to the enjoyment, interests, well-being and safety of the user and/or other users. NUS's decision in this respect is final and NUS will not refund any fees paid in such an event.
- 21.6. User shall abide by all reasonable request made by facility staff and/or its appointed agent.
- 21.7. User shall use the facility in accordance with the booking details and timing, and shall vacate the facility at the expiration of the booking timing.
- 21.8. NUS shall not be responsible for user's personal property in any way.
- 21.9. NUS reserves the right to close the facilities or any part thereof without any prior notice and for any reason whatsoever, including, without limitation, where circumstances are beyond NUS's control, for precautionary safety measures or when closure is ordered by the authorities. NUS shall bear no liability whatsoever in respect of such closures.
- 21.10. User shall vacate all outdoor facilities immediately when the lightning siren is activated. User shall only resume using the outdoor facilities when the lightning siren has been deactivated. There will be no refund of any fee paid in such an event.
- 21.11. User shall not assign, sublet or re-sell booking of the facility (or any part thereof) without NUS's prior written approval. Any such infringement will render the booking void, and NUS reserves the right to cancel the booking without prior notice in which case the booking fee paid shall be forfeited.
- 21.12. User shall not conduct any business activities (e.g., coaching) without the prior approval of NUS. NUS reserves the right to stop such activities and cancel the booking without refund in the event of such a breach.
- 21.13. User shall be liable for any damage to the facility or any part thereof or to any fitting, equipment or other property therein. User shall pay for any damage (including accidental damage) to the facility caused by any act or neglect of the user or his/ her personal guests.
- 21.14. No consumption of alcoholic drinks is allowed at all times.
- 21.15. Smoking and gambling are prohibited.
- 21.16. Strictly no food and drinks are allowed in the YIH Dance Studio, Discussion Rooms and Training Rooms.
- 21.17. User shall comply with NUS circulars, notices and guidelines.

22. Variation

NUS reserves the right to amend, add to, delete from or vary any of these Terms and Conditions.