

RESOURCE BOOKING SYSTEM (REBOKS)

FREQUENTLY ASKED QUESTIONS**1 What is REBOKS?**

REBOKS is an online facilities booking system. The facilities available for booking through the REBOKS are typically those that are meant for campus life like sports, student CCAs etc. The services provided by REBOKS includes:

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

2 Where can I find the REBOKS Terms & Conditions? What if I don't agree with the Terms & Conditions?

The REBOKS Terms & Conditions can be found [here](#). If you disagree with the Terms & Conditions, you must discontinue your usage of the REBOKS.

3 Who can use the REBOKS?

Only the following individuals will be granted accounts to login to the REBOKS:

- 3.1 NUS Staff** – This refers to an individual with a valid NUS Staff Card
- 3.2 NUS Student** – This refers to an individual with a valid NUS Student Card
- 3.3 University Guest (Staff)** – This refers to an individual currently hosted by and working at an NUS Department.
- 3.4 University Guest (Student)** – This refers to an individual currently hosted by and studying at an NUS Department.
- 3.5 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.

4 How do I make booking on behalf of my NUS Student Organisation?

A registered NUS Student Organisation may appoint a Group Representative to book facilities on behalf of their respective groups. Such bookings must only be for the approved purposes of the facilities and for the group's usage. You may apply to be a Group Representative through the REBOKS.

5 How do I make booking on behalf of my Department?

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. The booking is subject to the support of the Head of Department or designate and the approval of the REBOKS Administrator. Please email REBOKS Administrator at reboks@nus.edu.sg for booking.

6 My NUS Student Organisation is not listed in REBOKS. How can I get it listed in REBOKS?

For NUS Student Organisation, please have your NUS Staff Advisor email a request to the REBOKS Administrator (reboks@nus.edu.sg).

7 I have received an email notification from REBOKS asking me to approve or reject a Group Representative application. What am I required to do?

You will receive such an email notification if you are the appointed Staff Advisor of the Student Organisation that is making such a Group Representative Application. As the appointed Staff Advisor, it will be your responsibility to approve or reject such an application. You must only approve such an application if you agree to give the applicant the right to make bookings on behalf of your Student Organisation or Department.

8 I have received an email notification from REBOKS asking me to approve or reject a Block Booking Request. What am I required to do?

You will receive such an email notification if you are the appointed Staff Advisor of the Student Organisation that is making such a Block Booking Request. As the appointed Staff Advisor, it will be your responsibility to approve or reject such a request. You must only approve such a request if you allow and give permission for your Student Organisation to utilise the requested facilities only for the approved purposes of the facilities for their activities. Please note that block bookings must be only used for the Student Organisation's official activities that are approved by you.

9 How can I apply for a University Guest account?

Only NUS Staff are able to apply for University Guest accounts through the REBOKS. If you are an NUS Staff and are hosting official University Guests (Staff, Student or Resident), you may apply accounts for them through the REBOKS. With a University Guest account, the University Guest will be able to login to REBOKS to book facilities.

10 Can my personal guest be granted a University Guest account?

Your personal guests cannot be granted University Guest accounts.

11 Can my personal guest use the facilities?

Your personal guests are only allowed to use certain facilities (refer to table below). You remain responsible for the conduct and safety of your 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 Guest must be accompanied by the NUS User (Individuals) when using the facility.
Squash Courts		
Table Tennis Tables		
Tennis Courts		

12 How far ahead can I book sports facilities and is there a limit to how many sports facilities I can book?

For Individual bookings, you may:

12.1 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.)

12.2 book a maximum of 1 non-peak hour* slot per activity (1 slot = 1 hour) per week

12.3 book a maximum of 1 peak hour* slot per activity (1 slot = 1 hour) per week

12.4 not book facilities for 2 different activities at the same time-slot

12.5 not cancel their bookings

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

13 Are there charges for using the sports facilities?

Charges may be applicable for the booking and/or usage of selected facilities. Please refer to the table below:

	Students who pay sport fees		- NUS Staff - University Guest (Staff) - University Guest (Student) - University Guest (Resident)	
	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

14 How do I make payment?

User (Individuals) will be issued an eWallet to make online payment for the services. User (Individuals) can deposit funds in eWallet by credit card or eNETS (subject to minimum top-up of \$20).

15 How can I cancel my booking?

Individual bookings for Badminton, Squash, Table Tennis and Tennis courts cannot be cancelled. Subject to availability, bookings may be rescheduled if made in the REBOKS more than 3 days before the original booking dates.

16 Under what circumstances will I be able to get a refund?

16.1 Refund, in the form of credits to eCash, may be granted only to Individuals in the following situations:

16.1.1 Booking was cancelled by NUS.

16.1.2 Booked facility was deemed unusable by NUS (e.g., Outdoor facilities deemed unusable by NUS due to adverse weather).

16.2 There is no refund in the following situations:

16.2.1 User (Individuals) failed to utilise the booking (online booking for Badminton, Squash, Table-Tennis and Tennis courts).

16.2.2 Unutilised per-entry ticket (Swimming Pools).

16.2.3 Removal of user from the facility pursuant to the Terms & Conditions.

16.2.4 Account suspension.

16.3 Users may request for the pro-rated refund of one-year membership within 3 months of Account Termination. Thereafter, no refund will be accorded.

16.4 Users may request for the cash refund of any balance funds in their eWallet within 3 months of Account Termination.

16.5 Users may email REBOKS Administrator at reboks@nus.edu.sg to request for refund.

17 What must I and/or my guests bring along when using the facilities?

All users may be subjected to onsite checks by SUU staff and/or its appointed agent. Please be ready for yourself and/or your personal guests to present photo-identification documents and booking receipts. NUS reserves 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. Please note that 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 and/or use the facilities.

18 Who can I contact if I have more queries?

You may email your queries to the REBOKS Administrator at reboks@nus.edu.sg.

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