

SBS Booking FAQ

S/N	QUESTIONS	ANSWER
1	How do I book a badminton court at SBA's facilities?	<p>You may head over to our booking website at https://booking.singaporebadminton.org.sg/ and follow the guided instructions for easy booking. Afterwhich, you will be prompted to either log in with an existing account or create a new one by inserting your details in the respective fields.</p> <p>Please do note the key points and terms and conditions before moving forward with your booking.</p> <p>Do note that the VIP courts are unavailable for booking as of this period. Do look out for updates on our website and socials.</p> <p>We look forward to seeing you on our courts!</p>
2	How to create an ordinary account?	<p>How to create an ordinary account in 4 easy steps.</p> <ol style="list-style-type: none"> 1. Book a court (Date -> Court no. & Start Time) 2. Fill in your Personal Details & Payment method 3. Once after you have created an account, you will be required to confirm your court booking via payment. 4. Thereafter, you can login with your new account with your email as your username and contact number for your password. <p>Hope this helps!</p>
3	How can I check if my booking is confirmed? I did not receive a confirmation email.	First log in at the booking system, to view past and present booking (s) along with a booking invoice.
	What if i can't view or find my invoice booking?	If in the case where your booking invoice is not available. Please check your bank transaction for confirmation of booking.
4	How to be a Member?	Users do not require an account to book a court. However, VIP membership program is by-invitation ONLY and are not available to the public.
5	How to register for block booking? / Weekly repeated bookings?	Please email your block booking enquiry and details to us at enquiry@sbadmintonstadium.com.sg for us to further assist you.
6	How to book VIP courts?	Thank you for your interest in our VIP courts. Our VIP courts are currently in the works will be ready for booking soon. Do look out for updates on our website and socials.
7	Does SBS offer badminton classes?	<p>SBS does not offer badminton classes. However, you may head over to our website and locate our Regional Training Centres (RTC) section to find a suitable RTC that would meet your training needs.</p> <p>https://singaporebadminton.org.sg/regional-training-centre/ Click here to find out more.</p>
8	If I made a mistake in my booking, am I allowed to cancel or swap my booking?	All bookings are final and cannot be changed or cancelled and are non-refundable.
9	How many days in advance can I book a badminton court?	Patrons are allowed to book courts 14 days in advance.
10	What are the available court timings, and when are booking slots released?	Court timings can be found on our booking site. Bookings slots are released each day at 12 midnight. Operating hours are from 7AM - 2AM.
11	What payment methods are accepted for court bookings?	Only online payment via VISA / MASTER card (PayNow to be launched soon)
12	Is there a limit to how many court slots I can book in one day?	Each transaction is limited to 2 courts bookings, 2 hours each.
13	Can I book a court for less than an hour (e.g., 30 minutes)?	Court bookings are only available on hourly basis.
14	What is the minimum age required to book a court?	No minimum age for court bookings.
15	Are non-marking shoes mandatory, and why?	Yes non-marking or court shoes are mandatory for you to play at the stadium. Why Non-marking / Court shoes?
16	Are rackets and shuttlecocks available for rental or purchase at the facilities?	Players are required to bring your own shuttlecocks and racquets. Aside, players can head over to the retail shop at KFF arena.
17	Is there a lost and found service for items left behind at the courts?	Players can head over to our Customer Service Office to enquire on lost and found items. Public are encouraged to look after their belongings.
19	Are group bookings or corporate bookings available for tournaments or events?	For events enquiries please email enquiry@sbadmintonstadium.com.sg for us to further assist you.
21	How do I sign up for SBA courses or training programs?	You may head over to our homepage at https://singaporebadminton.org.sg/ and peruse through the various sections under our 'PLAY' column to find out more about courses and training programs offered.
23	How do I know if my booking has been successfully processed?	Once your payment is successful, please check your inbox or junk mail for the booking confirmation. You may log in to view your bookings and download your invoice. For any questions about booking, please contact us at enquiry@sbadmintonstadium.com.sg .

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24	What are the rules regarding court usage, attire, and equipment?	<p>Players are required to bring your own shuttlecocks and raquets. Aside, players can head over to the retail shop at KFF arena. Yes non-marking or court shoes are mandatory for you to play at the stadium.</p> <p>Why Non-marking / Court shoes?</p>
25	Can I book a court for a wheelchair badminton session?	Our vinyl flooring(s) are not setup for wheelchair badminton.
27	Who should I contact for assistance with booking or account-related issues?	Please email enquiry@sbadmintonstadium.com.sg for us to further assist you.
28	How do I stay updated on SBA events, tournaments, and news?	Follow us on our socials; FB, IG, TikTok
29	Are there facilities for other sports at SBA venues?	Currently we only provide badminton facilities.
30	What other amenities are available at the arena?	We have other amenitites at the KFF arena such as Vernacular, Getsome, G Spa and Anytime Fitness.
31	What are the operating hours for SBS facilities?	Our opening hours are from 7AM - 2AM daily
33	Can i use my office email to make a booking?	It is not recommended as corporate emails have firewalls to prevent external system generated emails.
34	What happens when I am not able to recieve an OTP on my phone?	Check that your phone may have existing settings to block out unknown numbers. Please check your mobile phone's SMS settings and try again.