

FAQ

ActiveSG Academies & Clubs x Decathlon Apparel Collection

Booking Related

1. How to book my appointment?

1. Visit <https://go.gov.sg/decathlonxactivesg-academies-clubs>.
2. Click on the "Decathlon" tab on the homepage.
3. Login or register as a Decathlon member.
4. Book using your valid ActiveSG receipt. **(See *sample receipt below*)**
5. Receive your booking confirmation via email/SMS.

**To note: For assistance with the steps, please refer to the demo video titled "Customer Apparel Collection Demo Video," which is attached for your convenience.*

***** Please ensure that all information you've entered matches your receipt. Any discrepancies between the submitted information and your receipt during the in-store verification process may lead to rejection of your submission.**

Sample Receipt

Sport SINGAPORE Singapore 397630
Tel: 6594 1388
Email: helpme@sgpsalia.com
GST Reg No. MB-820006-7
UEN: T08GB0057H

RECEIPT

Receipt No.: 20230318RC045535
Date/Time: Sat 18-Mar-23 09:49 PM
Payer Name

No.	Item Description	Unit Price (S\$)	Quantity	Sub-Total (S\$)
1	Programme Name: ActiveSG Academy 2023 Season 2 (UV) Venue: Commonwealth Sports Centre	88.00	1	88.00

For virtual programmes, a Zoom link will be sent to you at least 2 hours before the start of the classes.
Please remember to download the Zoom application before the class.

Summary Payment Details

Total Charges: 88.00
Total Payment: 88.00
Balance: 0.00

Please note that assigning, subletting or re-selling of any ActiveSG Facility (or part thereof) is prohibited. In the event of a breach, ActiveSG reserves the right to stop the activities and cancel your booking without refund.
Thank You & Have a Nice Day!
Terms and Conditions apply

2. Can I make changes to my apparel collection confirmation after it's been sent?

Yes, changes can be made by canceling your current confirmation and submitting a new booking.

FAQ

ActiveSG Academies & Clubs x Decathlon Apparel Collection

Venue / Location Related

- 3. Where will the collection be done?
(You may choose only one store during the booking process.)**

List of FOUR Decathlon Experience Stores options:

1. **Decathlon SG Lab (Kallang):** 230 Stadium Blvd, Singapore 397799
2. **Decathlon - Bedok:** 750A Chai Chee Rd, #01-01 ESR BizPark @Chai Chee, Singapore 469001
3. **Decathlon - Northshore Plaza:** 407 Northshore Dr, 01-27-35/#02-32-36 Northshore Plaza I, Singapore 820407
4. **Decathlon - Joo Koon:** 1 Joo Koon Cir, #02-21 Fair Price Hub, Singapore 629117

Collection Related

- 4. When can I pick up my apparel?**

Pick-ups are strictly limited to the date, time, and location chosen by you and specified in your booking confirmation email.

- 5. What must I bring during the collection?**

Please bring along your booking confirmation email and a copy of the ActiveSG receipt.

- 6. Can I make changes to my apparel collection confirmation after it's been sent?**

Yes, changes can be made by canceling your current confirmation and submitting a new booking.

- 7. Can I walk-in directly to the store(s) without an appointment?**

No. All walk-ins will **NOT** be allowed.

- 8. My size does not fit, can I exchange for a different size?**

Yes, exchanges for a different size of the same sport are allowed within 3 days of collection at the same store, subject to availability.

FAQ

ActiveSG Academies & Clubs x Decathlon Apparel Collection

Others

9. Can I request for the apparel to be delivered to my home address?

No, collection must be done at your selected Decathlon outlet.

10. Can I purchase extra apparel?

Apparel is not available for sale at the moment.

11. Can I collect the apparel every new season for my child?

We encourage participants to be environmentally friendly and collect the apparels only when required (limited to one per season).

12. The apparel has material or printing issues, can I change it for a new one?

Exchanges due to material or printing issues are available within 3 days of collection for the same sport at the same store, based on availability.

13. Is there a limit to how many times I can exchange my apparel?

Each collection is eligible for one exchange (same sport) within 3 days of collection at the same store. No further exchanges are available after the collection season ends.

14. Who can I contact with questions about my apparel collection confirmation?

For inquiries related to apparel collection (ONLY), please email support.b2b@decathlon.com. Our customer experience team will reply within 3 working days (10am – 5pm).

This collection event is managed and supported by:

