

HEALTHY 365 APP EVENTS
FREQUENTLY ASKED QUESTIONS

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The penalties will not stack, but the 7-day restriction period will be extended from your most recent infraction. For example, if you have a no-show on Monday, 2 Jun, and a late cancellation on Wednesday, 4 Jun, your restriction period extends to next Wednesday, 11 Jun. Original restriction would have ended Monday but with the new penalty adds 2 more days (Tuesday-Wednesday).	
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Section 1: General

1. What are the Move It programmes?

HPB offers a range of physical activity programmes under “Move It” brand, catering to different target audiences to stay active. The current programme offering includes Active Family Programme, Healthy Workplace Ecosystem (HWE), Community Physical Activity Programmes (CPAP), Mall Workouts, Quick HIIT, Sundays @ the Park (SATP) and Sunrise in the City (SITC).

For more information on the respective programmes, you can refer to <https://go.gov.sg/moveit-class>.

2. Do I need to pay for registration?

HPB’s Move It programmes are free of charge and are subsidised by the government.

Section 2: Registration and Cancellation of Sessions

1. How do I register for the workouts under the Move It programmes?

Participants need to create a profile and register for the programmes through the Healthy 365 mobile application, which can be downloaded from the App Store / Google Play.

- 1) Launch the Healthy 365 app and tap on the “Explore” icon.
- 2) Tap on “Events” to view the list of activities and sessions available for the next 28 days.
*Details on time, programme name, activity name, event mode (virtual or location for on-ground activity) and available slots will be indicated under the event listing page
- 3) Select the activity that you wish to attend and click on the activity to view more details.
- 4) Tap on “Book Now” and select the sessions that you wish to attend.
- 5) Tap on “Confirm Booking” to register for the sessions. Sessions that are successfully registered will be reflected under the “My Schedule” page, which you can find under “Booked” tab on your dashboard.

2. I do not have a smartphone compatible with the Healthy 365 app. How can I register for activities?

Participants who do not have a compatible smartphone are encouraged to use a friend/family member's smartphone to register for activities on the Healthy 365 app.

Restore account

- 1) Sign in using your own NRIC or FIN and mobile number on your friend/family member's compatible smartphone to restore your account.
- 2) Go to "Explore".
- 3) Under "Events", select the activity that you wish to attend and click on "Register".
- 4) Select the sessions that you wish to attend. Sessions that are successfully registered will be reflected under the "Booked" tab.

Sign up for new account

- 1) Sign up for a new account on your friend/family member's compatible smartphone.
- 2) You will need to make sure you enter a valid email address during profile creation as you will receive an email confirmation to inform you of your successful registration.
- 3) Once your account has been created, go to "Explore" to start exploring events.
- 4) Under "Events", select the activity that you wish to attend and click on "Register".

Select the sessions that you wish to attend. Sessions that are successfully registered will be reflected under the "Booked" tab.

3. How are the activities in Healthy 365 app sorted? Is there any way I can search/filter for specific activities?

The activities under “Events” are sorted based on dates. Use the date bar to scroll and tap on a date for available sessions.

For sessions listed on the same day, the sessions are sorted according to the start time of the session. Sessions starting nearer to the time of search will appear at the top of the list.

To search for specific activities and sessions, you may use the search bar at the top. You can search for the activity name (e.g. Kickboxing, Zumba, Yoga), area (e.g. Pasir Ris, Orchard), programme name (e.g. SITC, Mall Workout) or a combination of all.

Alternatively, you can also tap on the filter feature next to the search bar and filter based on location, event date & time, intensity level, event mode and suitability. Your results will then be displayed under the session listing. For the ease of participants in searching for sessions that are still available for booking, you can also filter out the fully booked session by toggling on the button under the “show only available sessions” feature and click apply. Sessions that are full will not appear in the listing.

9:41

< Filter Events

Location

Enter address, landmark or postal code

Event Date & Time

Enter date Enter start time

Price

Free Payment Required

Intensity Level

Low Mid High

Show only available sessions

Clear filters Apply

4. What does the intensity label besides the activity name means?

The intensity label beside each activity name shows the expected aerobic intensity levels of the activity. The intensity labels range from low to vigorous and give an indication of how much exertion a participant can expect to experience during that particular event.

11.30am Sunrise In The City (SITC) Barre Fusion 12.30pm TAI SENG, iDance Yoga & Fitness Studio Intensity: 	Low intensity
11.15am Live Active - Active Ageing (Group Exercise) Resistance Bands Exercises - A3484 12.15pm Kreta Ayer-Kim Seng, Beo Crescent RN Intensity: 	Moderate intensity
11.15am Sunrise In The City (SITC) Les Mills BODYATTACK 12.15pm ESPLANADE, Chimp Champ Fitness (Marina Square) Intensity: 	Vigorous intensity

5. How can the intensity label help in the selection of workout suitable for me?

The intensity label serves as a reference to better help provide users an idea of how strenuous or intense the physical activity is before registering for the session. This allows those who are more active to look for more vigorous options while those who may be new can also look out for less intense options to start out. The label only serves as a guide to help users make more informed choices but does not reflect the actual experience on-ground as intensity is subjected to many other factors, such as a person's age, current fitness level, etc.

6. If I have any existing medical condition, will I be stopped from signing up from an activity which is vigorous intensity?

Registration for workouts of all types of intensity levels will remain open to all users. The label is only a guide to indicate the expected intensity level while the actual experience on-ground is still subjected to many other factors, such as a person's age, current fitness level, etc. For those with existing medical conditions, it is recommended to start at lower intensity and to consult a medical professional prior to engaging in any form of physical activity, if there are any doubts.

7. Why do some activities have the intensity label, while the others do not have?

Intensity labels are added only to activities which involve active participation in an exercise. Activities which are workshop based or involve only some physical activity throughout the entire duration of the session do not have intensity levels added.

[Not relevant after mid-2024] We are progressively rolling out the intensity label across all MOVE IT programmes. Users can expect to see almost all our workout sessions having the intensity labels by mid-2024.

8. Is there a cut-off time to register for activities?

Registration is on a first-come-first-served basis. You may register for the activity up till the activity start time, until the session capacity is reached. You will not be able to register once the activity has started.

9. How far in advance can participants register for the sessions?

You can register for sessions up to 28 days in advance (today included), subject to availability.

10. When will sessions be released on the Healthy 365 app?

New sessions will be released for booking daily at 12pm on a rolling 29-day basis. This means that each day, new sessions will be made available for booking 29 days in advance (today included).

For example, if today is 1 October 2025, sessions scheduled for 29 October 2025 will be released for booking. On 2 October 2025, sessions for 30 October 2025 will become available.

11. Why are some of the sessions fully booked at the very instance it is being released?

With limited capacity per session and some sessions are higher in demand, it is possible that these sessions can be booked up quickly. We will continue to work towards increasing our sessions to allow more individuals to take part in our programmes.

12. What is the maximum number of sessions I can register for at a time?

Participants are allowed to book up to 8 sessions across all programmes (inclusive of both on-ground and virtual sessions) offered on the Healthy 365 app.

13. I have been prompted to update my health declaration when I clicked on “Book Now”. Why is the information required?

HPB requires all participants of our physical activity programmes to have a valid health declaration to assess your readiness to be physically active. As your safety is important to us, it is necessary for you to evaluate your health condition and seek professional medical advice where relevant. When checking in to either an on-ground or virtual session Healthy 365 users without a valid health declaration (i.e. expired, declared not ready to be physically active, or incomplete health declaration) will not be able to take attendance and participate in the session.

Upon successful update of your health declaration you may also be prompted to cancel any existing bookings that may not be suitable for you to join based on your latest health declaration. We strongly encourage you to always ensure you have the relevant medical clearance before engaging in physical activity.

14. I have been prompted to enter my emergency contact when I clicked on “Book Now”. Why is the information required?

In the event of an incident, for both on-ground and virtual physical activity events, HPB will provide the necessary support such as activating ambulance services and/or call the emergency contact based on the information shared by the participant. For virtual physical activity events, HPB may attempt to contact participant first before deploying further action.

The emergency contact is compulsory only for virtual physical activity events. Once it is provided, participant is deemed to have given consent to HPB to share personal information with HPB and appointed vendors/ parties, to provide support in case of an emergency, and also confirmed that the consent of the emergency contact person to share his/her contact details has been sought.

15. How do I update my emergency contact if there are changes?

You can go to “Profile”, click on “Secondary Information” to amend the information. Please click on the Update button at the bottom of the page to complete the process.

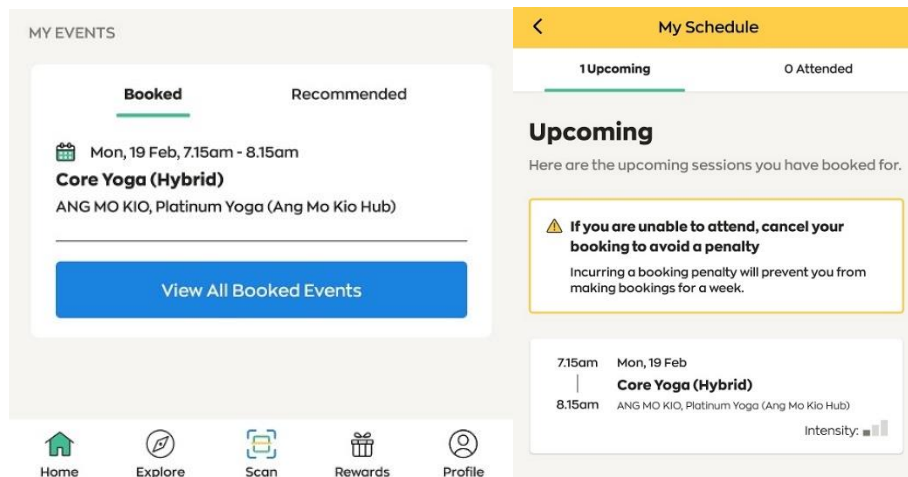
16. I have registered for an activity. Can my friend/family member attend the activity even though they did not register beforehand?

As all activities are subjected to venue capacity, interested participants must register on the Healthy 365 app. It is encouraged that your friend/family member register for the activity as well to avoid disappointment.

17. Will I receive a confirmation after I have registered on the Healthy 365 app?

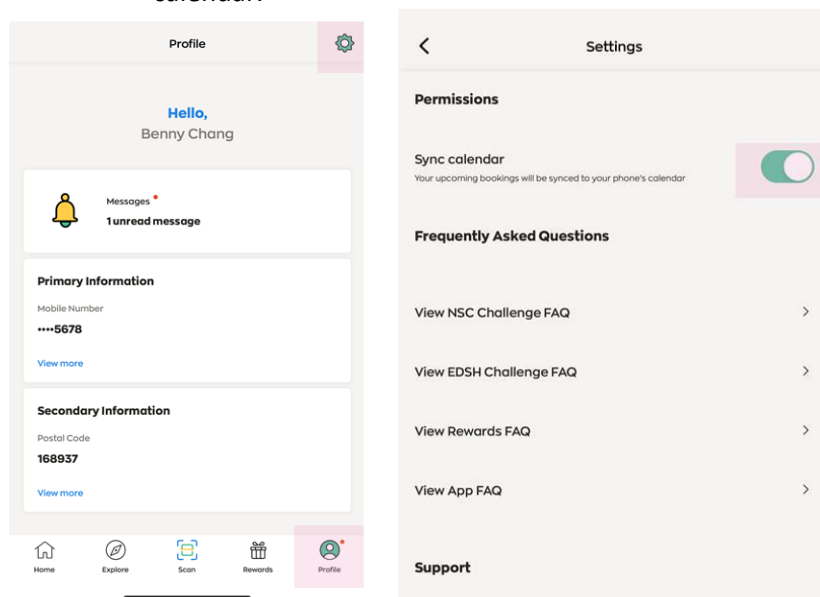
Yes, you will receive an email confirmation upon your successful registration. A reminder email will also be sent **one day before** the session. You must have a valid email address in your Healthy 365 profile in order to receive the email notifications. Please check your spam folder if you do not see the email in your inbox.

Sessions that have been successfully registered will also be reflected under the “My Schedule” page. You can find this page by clicking onto “View All Booked Events” under “Booked” tab on your Healthy 365 dashboard.



You can also add your booking(s) into your phone calendar as a reminder.

1. Tap on “Profile” icon at the bottom right of your Healthy 365 app.
2. Tap on the green settings icon found at the top right of the Profile page.
3. Under “Permissions”, you will see a “Sync Calendar”. Tap on the button to turn on the sync calendar function. Your upcoming bookings will be synced to your phone native calendar.



18. Will the 'Sync Calendar' function reflect changes or cancellation of session?

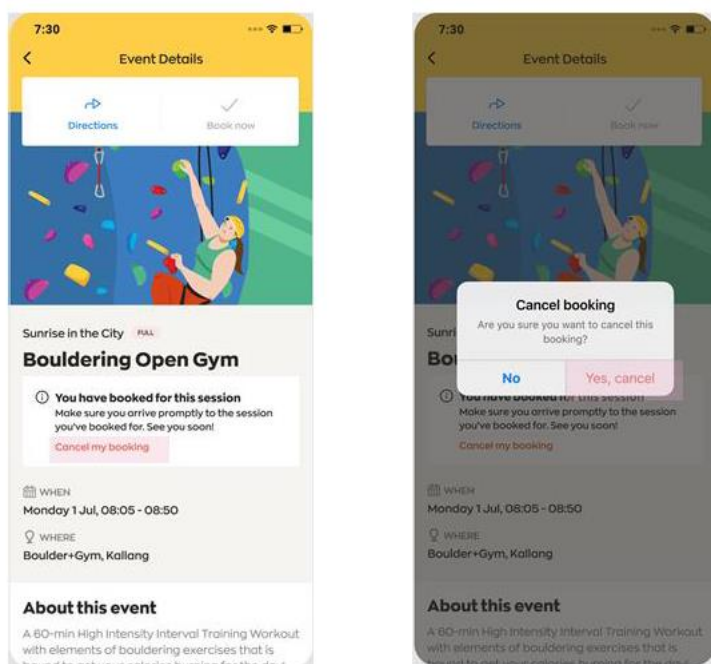
The 'Sync Calendar' function will sync any updates or changes to your phone native calendar as long as it remains on.

However, if the 'Sync Calendar' function is switched off after the first sync, it will not reflect any subsequent changes for the sessions that you have registered. You will have to refer to your Healthy 365 app for any updates.

19. How do I cancel my registration?

Launch the Healthy 365 app and tap on "View All Booked Events" under "Booked" tab on your dashboard.

You will be able to view the list of sessions that you have registered for. Click on the session that you wish to cancel. Tap on "Cancel my booking" and a pop-up message will appear to confirm that you would like to cancel it. Tap on "Yes, cancel" and a green message will appear at the top once you have successfully cancelled the session.



If you are unable to attend a session, please cancel your registered session at least 12 hours before the session start time. This allows your slot to be made available for other participants. A late cancellation penalty will be imposed if you cancel less than 12 hours before the session start time. (You may refer to Section 7 for more information on the late cancellation penalty.)

20. How can I be updated if there is a change in location or cancellation in the event of inclement weather?

For activities affected by wet weather, please check if the wet weather venue is indicated under the “Activity Description”. You will also receive a Healthy 365 notification and e-mail notification if the activity organiser has updated the venue location.

In the event of a cancellation, you will receive an email notification. Please note that you must have a valid email address in your Healthy 365 profile in order to receive the email notifications. Please check your spam folder if you do not see the email in your inbox.

You will also see the cancelled status of the session under “Booked” tab on your dashboard in the Healthy 365 app.

You may also contact the activity organiser directly to find out more. The activity organiser’s contact details can be found on the session details page.

21. When will HPB activate the cancellation of session in the event of inclement weather (e.g., rain)?

In the event of inclement weather, HPB will activate the cancellation of session at least 15 minutes before the start of the session. In the event that the cancellation is less than 15 minutes before the start of the session, an event facilitator will standby on-site to inform participants of the cancellation.

22. When will HPB activate the cancellation of session in the event of very hot weather (e.g. high heat stress)?

In the event of a heatwave or very hot weather (high heat stress; NEA), HPB may activate the cancellation of session at least 15 minutes before the start of the session. In the event that the cancellation is less than 15 minutes before the start of the session, an event facilitator will standby on-site to inform participants of the cancellation.

Session may also be cancelled even if it has already started, should the heat stress reading be raised to “high” during the session.

23. Why are HPB physical activity programmes being cancelled due to very hot weather (high heat stress)?

Prolonged exposure to heat can cause heat injuries like heat cramps or even heat stroke. For the well-being of our participants, activities will need to be cancelled during the high heat stress periods as the risk of heat injuries are significantly higher and challenging to mitigate.

24. Why do I receive the message to update my health declaration upon logging in to the Healthy 365 app?

Upon logging in to the Healthy 365 app, users will receive a reminder to update their health declaration if it is expiring within the next 28 days. If you select “Skip for Now”, this reminder will appear once every day until your health declaration is updated.

If your health declaration has expired, the message will prompt you to update your health declaration or else you will be logged out of the app. Once the health declaration is updated, the next reminder will only appear 28 days before its expiry (1 year the health declaration update).

This feature is put in place to ensure that all participants are aware of their health condition and are physically fit to participate in HPB’s physical activity programmes.

25. When will HPB activate the cancellation of session due to haze conditions?

HPB references the NEA’s health advisory for haze in the management of the sessions. When the haze conditions turn “Unhealthy” (24 hours PSI: 101 - 200) and/or “Elevated” (Hourly PM2.5: 56-150), outdoor activities may be moved indoors (where possible) or cancelled till further notice. Virtual/indoor activities with air conditioning will continue until further notice. When the haze conditions turn “Hazardous” (24 hours PSI: 301 and above) and/or “Very High” (Hourly PM2.5: >251), all HPB outdoor activities will be cancelled till further notice.

H365 users are strongly encouraged to book for the sessions so you can be notified via the H365 app shall there be any changes or cancellation due to the haze conditions.

26. Why are HPB physical activity programmes being cancelled due the haze? Why are indoor/virtual programmes cancelled as well?

Exposure to air pollutants can cause respiratory symptoms and aggravate existing heart or lung disease. For the well-being of our participants, HPB’s outdoor activities will either be moved indoors or cancelled till further notice.

Indoor and virtual programmes will also be cancelled when the haze conditions turns “Hazardous” (PSI:301 and above). In general, exercising indoors is still encouraged but it is also important to ensure good air ventilation when performing physical activity indoors. For those who are still keen to stay active, it is advised to ensure there is good air ventilation before proceeding. Some exercise ideas or tips can be found in the HPB Move It page: <https://www.healthhub.sg/programmes/196/LetsMoveIt#move-it-guides>

27. How can I view the past sessions that I have attended?

Sessions where attendance are successfully taken via the Healthy 365 app will be reflected under the “My Schedule” page, which you can find by clicking onto “View All Booked Events” under “Booked” tab on your Healthy 365 dashboard.

Please note that only sessions attended in the past 28 days will be reflected on the page.

Section 3: Registration and Attendance for Parent-Child Events

1. What are parent-child events (e.g. Active Family Programme)?

Parent-child events are family-centric events where parents can bond with their child(ren) through participation in the events together. Parent-child events are differentiated from the other events by the registration process*. Please refer to Question 2 for the steps to register for parent-child events.

2. How can I register on behalf of my child(ren) for parent-child event?

You will first need to add your child(ren) (aged below 15 years old) to your Healthy 365 profile. You can add your child to your profile either through the 'Event Details' or 'Profile' page. Upon successful adding of your child(ren) to your account, you can then register on their behalf for parent-child event.

Please click [here](#) for the step-by-step guide to add your child(ren) and register for parent-child event.

3. Is there a limit on the number of children I can add to my Healthy 365 profile?

There is no limit on the number of children (aged below 15 years old) you can add as long as you are the parent or legal guardian.

4. Can my spouse also add our child(ren) into his/her Healthy 365 profile?

Yes, your spouse can also add the child(ren) into his/her Healthy 365 profile. However, only one parent can register for the child at each session. Any concurrent booking for the child would not be allowed.

5. If my child(ren)'s information has/have changed on Singpass Myinfo, do I need to inform HPB?

Subsequent updates to your child(ren)'s information in Singpass Myinfo will not be automatically updated to your Healthy 365 account. You can trigger an update by tapping on 'Profile' on the Homepage of the Healthy 365 app, tap into 'Added Profiles' and tap on 'Add profile via Singpass'. The updated information of your child(ren) will then be reflected on your Healthy 365 app after you have successfully retrieved the information from Singpass Myinfo.

6. Is there a limit on the number of children that I can register on behalf for parent-child event?

One parent can only bring up to 2 children per session.

7. Can I transfer my booking to my spouse if I am unable to participate in the session booked?

Bookings are non-transferable. You will need to cancel your registration for your spouse to book. However, this will be subjected to session's capacity. If the capacity is full, then the registration will not go through.

8. Can my parents/siblings/relatives register on behalf of my child(ren) for parent-child event?

No, only parents or legal guardians with the relationship verified via Singpass Myinfo will be able to register for their children.

9. Can I still attend the event if one of the children I have registered for is unavailable to attend?

Yes, you can tap on “Manage participants” on the event details page and you may unselect child, replace child or add child to the event. However, this will be subjected to session’s capacity and/or child’s availability.

Section 4: Attending Virtual Session booked on Healthy 365 app

1. How do I attend the virtual session that I have booked on the Healthy 365 app?

There are two ways to attend the virtual sessions. You can either click on “Join Session” on the Healthy 365 app to join from your mobile phone 30 minutes prior to the event start time, or you can also access the event link sent via email to join using another device. Please note that you must have a valid email address in your Healthy 365 profile in order to receive the email notifications. Please check your spam folder if you do not see the email in your inbox.

2. Can I share/forward the event link in the email to my friend/family member to attend the session even though they did not register beforehand?

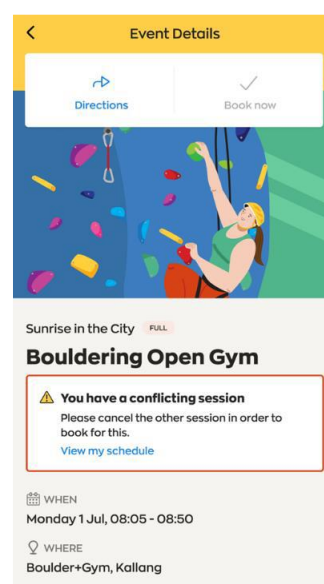
As this is a registered-only event and the event link is unique to the registered participant, all interested participants must register on the Healthy 365 app and access the session either via their Healthy 365 account or the event link sent to their email.

Section 5: Error Messages and Troubleshooting on Healthy 365 App

1. Activities overlapped when registering

This error occurs when you have already registered for another session that clashes with the one that you are trying to book.

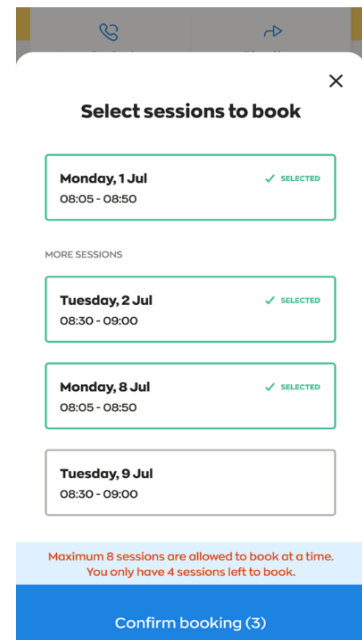
You are only allowed to register for one session at any given day and time. Please only attend sessions that you have registered or cancel the registration for the session that you have already booked in order to register for the current session.



2. Maximum number of sessions booked exceed 8

This error occurs when you have exceeded the limit of 8 sessions booked or if the number of sessions you are attempting to book for is more than the sessions quota you have remaining.

Participants are allowed to book up to 8 sessions across all programmes at any one time. Please select the number of sessions that you have left and click on “Confirm Booking” to register again.



Select sessions to book

Monday, 1 Jul
08:05 - 08:50 ✓ SELECTED

MORE SESSIONS

Tuesday, 2 Jul
08:30 - 09:00 ✓ SELECTED

Monday, 8 Jul
08:05 - 08:50 ✓ SELECTED

Tuesday, 9 Jul
08:30 - 09:00

Maximum 8 sessions are allowed to book at a time.
You only have 4 sessions left to book.

Confirm booking (3)

3. Check-in to on-ground session is unavailable

This error occurs when participants try to scan the attendance QR code more than 30 minutes after the session has ended. E.g. session ended at 10:30am and participant scan it at 11:05am. To avoid this error, participants are encouraged to take their attendance before the session commences or before the session ends. Once the session ends, there is a 30-minutes window for participants to take their attendance.

Check-in service is currently closed



Please approach any facilitator.

Go to Home

4. Invalid QR Code when check-in to on-ground session

This error occurs when participants scan an attendance QR code has expired. As the attendance QR code is now a dynamic QR code, it changes every 60 seconds and will not be valid once it changes.

In the event of such an error, participants should approach the Vendor Facilitator and request to scan the attendance QR code again. Participants should also not take a photo of the attendance QR code and share it with others as it will be invalid after the 60 seconds validity period.

QR code is not valid



Make sure you are scanning a proper code.

Try again

5. Invalid Input / Failed to scan when check-in to on-ground session

This error occurs when there is a connectivity issue with our server at the point of attendance taking. Please restart your Healthy 365 app and try again.

Something went wrong



An error has occurred during the process.

Try again

6. Reminder on expiring health declaration status

Healthy 365 users will receive this reminder to update their health declaration if it is expiring within the next 28 days. This reminder will appear once every day until your health declaration is updated. This is updated to ensure that all participants are physically fit to participate in our physical activity programmes.

Important

You will need to indicate your health declaration to ensure you are physically fit to participate in physical activities. Click "Continue" to update your health declaration or choose "Skip for now" to update later.

Skip For Now

Continue

7. Expired health declaration status

It is mandatory to have an updated health declaration status when using the Healthy 365 app. Healthy 365 users will need to update their health declaration if it is expired or else they will be log out of the app. Once the health declaration is updated, the next reminder will only appear in the next 28 days before the expiry (1 year thehealth declaration update).

Important

You will need to indicate your health declaration to ensure you are physically fit to participate in physical activities. Click "Continue" to update your health declaration or choose "Log out" to exit the app.

Log out

Continue

8. Health declaration not suitable to join this session when checking-in to an on-ground session

This error occurs when your health declaration falls under any one of the conditions – Health declaration not filled in, expired or declared not ready to be physically active. Please confirm you are physically well and able to participate when updating your health declaration before you proceed to check-in to the session.

Unable to join



Based on your health declaration, you are unable to join this event.

[Go to Home](#)

9. Why am I unable to update my health declaration on the Healthy365 app?

Healthy 365 users are restricted from updating their health declaration more than once per day or during an on-going physical or virtual event once they have checked in their attendance. During the above conditions/scenarios, the health declaration options will be disabled and user is unable to update their health declaration. An alert message will also be shown to the user informing them that they cannot update their health declaration.

Updates can only be made the following day from when you last updated your health declaration (i.e. if updated on Monday, can only update on Tuesday) or after the ongoing event has ended, provided that you have not updated your health declaration for the day.

10. Why do I receive the “Unable to verify your profile with the NRIC/FIN” error message when I try to log in via Singpass Myinfo to add my child(ren) to my Healthy 365 profile?

You may have entered a different NRIC/FIN from what was used to create your Healthy 365 account to log into Singpass Myinfo. Please try again by ensuring that the correct NRIC/FIN has been entered.

Unable to verify your profile with the NRIC/ FIN



We are unable to verify your profile with the NRIC/ FIN provided. Please check that you have entered the correct NRIC/ FIN.

[Try again](#)

11. Why Singpass Myinfo is unable to retrieve my child(ren)'s information?

There may be missing information in Singpass Myinfo that are required for the purpose of adding your child(ren)'s profile to your Healthy 365 account. You may call the Singpass helpdesk at +65 6335 3533 or email support@Singpass.gov.sg for support/enquiries.

The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

12. Why is my child(ren)'s details retrieved from Singpass Myinfo inaccurate/missing?

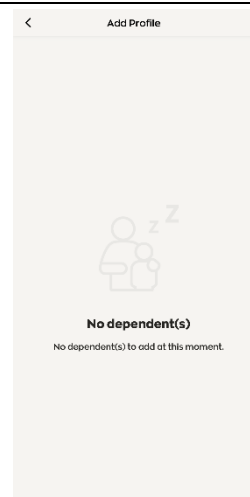
As the details are retrieved directly from Singpass Myinfo, you may call the Singpass helpdesk at +65 6335 3533 or email support@Singpass.gov.sg for enquiries.

The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.

13. Why do I receive the "No dependent(s)" error message when I try to add my child(ren)?

There may be no dependent registered under your NRIC/FIN in Singpass Myinfo. You may call the Singpass helpdesk at +65 6335 3533 or email support@Singpass.gov.sg for enquiries.

The operating hours are from 8am to 8pm (Mondays to Fridays) and from 8am to 2pm (Saturdays) excluding Sundays and public holidays.



Section 6: No-Show Policy

1. Is there any penalty for failure to attend the registered activities?

A penalty will be imposed on participants who do not turn up or are late for any on-ground or virtual sessions they registered for via the Healthy 365 app. The policy, which will disallow no-show participants from booking any event on the Healthy 365 app for a period of 7 days, will take effect from the time of the last missed session.

If you missed multiple sessions you have registered for within this 7-day period, the penalty period will be extended by another 7 days from when you last failed to show up.

E.g. You miss a 6 -7pm booked session on 12 July. You will be subjected to the penalty and will be disallowed from booking any on-ground or virtual event on the Healthy 365 mobile app until 19 July, 7pm (7 days). If you miss another booked session on 21 July, 7-8pm, your no-show penalty will be extended till 28 July, 8pm.

2. Why introduce the no-show policy?

The purpose of this policy is to encourage Healthy 365 users to sign up only for slots for which they are available, avoiding wastage of slots that could otherwise be used meaningfully by other participants.

In addition, it is also to encourage participants to arrive early for the session as latecomers who miss the pre-activity safety and well-being checks will be regarded as a “no-show” and not be allowed to participate in the event.

3. Why is the no-show policy applicable to virtual events when there are usually extra slots due to the higher capacity allowed?

In addition to prevent wastage of slots due to no-show, the policy is also to encourage participants to arrive early for the session as latecomers who miss the pre-activity safety and well-being checks will not be allowed to participate in the event.

The consistent treatment for both on-ground and virtual events is to ensure that participants will make conscious efforts to cancel their registered events when they are not available.

4. What constitutes a no-show?

It is considered a no-show when you fail to turn up or arrive late for a session that you have booked on Healthy 365 app, without cancelling your registration before the session begins. You may refer to Q14 for information on how to cancel your registration.

The following scenarios do not count as a no-show:

- Any cancellation initiated by HPB due to inclement weather and/or other reasons
- Any Healthy 365 app system maintenance that results in an inability to capture your attendance on the app

Please contact our Customer Care hotline at 1800 223 1313* or email hpb_mailbox@hpb.gov.sg if you require further assistance.

**Airtime charges apply for mobile calls to 1800 service lines.*

5. Can I appeal for a waiver of the no-show penalty?

HPB reserves the right to waive the no-show penalty on a case-by-case basis. Please contact our Customer Care hotline at 1800 223 1313* or email hpb_mailbox@hpb.gov.sg if you require further assistance.

There will be no waiver of the penalty if it is incurred due to participants being late to the session. To avoid the penalty, participants are encouraged to arrive early for the session or cancel your registration before the session begins.

**Airtime charges apply for mobile calls to 1800 service lines.*

6. If I have incurred a penalty due to no-show and am unable to make on-ground event bookings for 7 days, can I still attend previously booked sessions?

Yes, you can still attend the sessions you previously booked, but you will not be able to register for any new sessions during the penalty period. If you fail to attend these booked sessions and do not cancel them in time, the penalty period will be extended by another 7 days from the latest date on which you failed to show up.

Section 7: Late Cancellation Policy

1. What is HPB's late cancellation policy?

You can cancel your registered session without incurring any penalty up until 12 hours prior to class start time for all sessions. If you do not cancel your registered session at least 12 hours before the start time, you will be unable to book any new sessions via the Healthy 365 app for 7 days from the time of the late cancellation.

For example, if your session is scheduled for 10:00 AM on Wednesday, you must cancel by 10:00 PM on Tuesday to avoid the penalty. Any cancellation after 10:00 PM on Tuesday will result in an immediate penalty. For instance, if you cancel at 11:00 PM on Tuesday, your 7-day penalty starts right away at 11:00 PM.

2. Why introduce the late cancellation policy?

We want everyone to have the opportunity to participate in HPB's programmes to stay active. When participants cancel at the last minute or do not show up for their booked sessions, other residents will not be able to make plans in time to attend the sessions.

To ensure fairer access for everyone in our community, we encourage all participants who have booked sessions to attend them, and to cancel their bookings early if they know that they will not be able to attend.

3. What is the difference between a no-show and a late cancellation?

A no-show occurs when you fail to attend or arrive late for your session without any cancellation. A late cancellation occurs when you cancel your session less than 12 hours before the start time. Both situations will result in a 7-day booking restriction, but the penalty start time differs:

For no-shows:

- The 7-day penalty starts from your missed session time
- For example, if you miss a 7:00 AM session, your penalty starts from 7:00 AM

For late cancellations:

- The 7-day penalty starts from when you cancel
- For example, if you cancel at 6:00 AM for a 7:00 AM session, your penalty starts from 6:00 AM

4. How can I avoid incurring penalties?

To avoid penalties, you should:

- Plan ahead and only book sessions that fit your schedule
- Cancel your booking if you can no longer attend, at least 12 hours before the session
- Arrive early for your sessions to complete pre-activity checks and well-being checks

5. Will I be penalised if the session is cancelled by HPB?

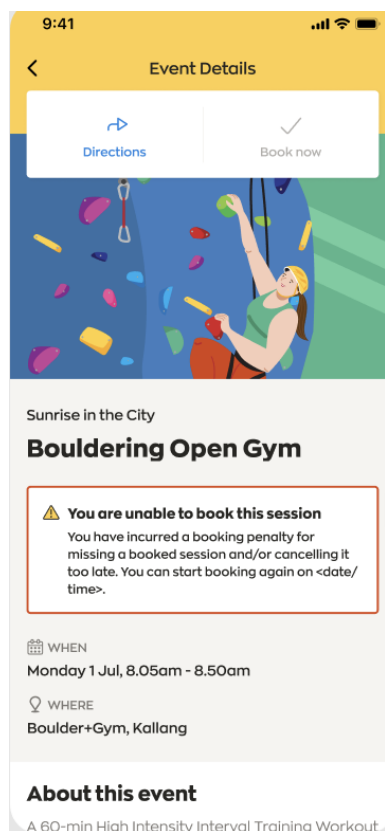
No, participants will not be penalised for sessions cancelled by HPB, including cancellations due to bad weather or other unforeseen circumstances.

6. What happens if I incur both a no-show and a late cancellation penalty?

The penalties will not stack, but the 7-day restriction period will be extended from your most recent infraction. For example, if you have a no-show on Monday, 2 Jun, and a late cancellation on Wednesday, 4 Jun, your restriction period extends to next Wednesday, 11 Jun. Original restriction would have ended Monday but with the new penalty adds 2 more days (Tuesday-Wednesday).

7. How can I check if I have any active penalties?

You can view any active penalties within any event details page on the Healthy 365 app. A nudge card will be displayed indicating that you have incurred a booking penalty for either missing your booked session and/or cancelling it too late. This card will show the remaining duration of your penalty period and when you can resume making new bookings.



8. What if I have a valid reason for my late cancellation?

We understand that participants may sometimes be unable to attend events due to unforeseen circumstances. With effect from April 2025, HPB has allowed residents to walk in at any time for low- and moderate-intensity activities, such as yoga, Zumba Gold and resistance band exercises. As such, participants who are uncertain about their plans may wish to make bookings on the day of the activity itself, or to walk in, subject to available capacity.

To help participants adjust to the new cancellation policy, we will be implementing a 6-month grace period, from 24 July 2025 to 23 January 2026, during which participants may request for a waiver of the late cancellation penalty by contacting our Customer Care hotline at 1800 223 1313* or email hpb_mailbox@hpb.gov.sg.

**Airtime charges apply for mobile calls to 1800 service lines.*

9. Can I still attend previously booked sessions during a penalty period?

Yes, you can still attend sessions booked before incurring the penalty. However, failing to attend these sessions or cancelling them late will extend your penalty period by another 7 days from the latest date on which you failed to show up or cancel in time.