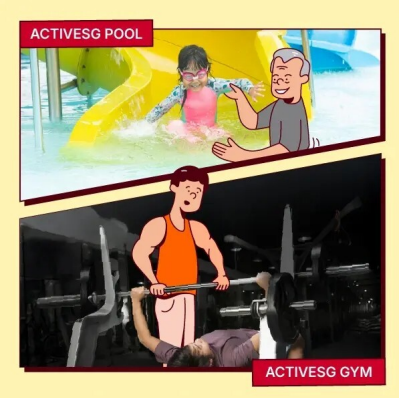


ActiveSG pool gantries: how QR entry works for children, seniors and caregivers

Description

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The old routine at an ActiveSG pool was a queue at the counter. At a growing number of pools it is now a gantry and a QR code on your phone, and the rules for children, seniors and caregivers changed with it.



MyActiveSG+ swim and gym pass banner. Illustration: Sport Singapore

How entry works at a gantry pool

Gantries are going in progressively at all ActiveSG swimming pools. At a pool that has them, you buy a swim pass on the MyActiveSG+ app, scan the pass QR code at the gantry to enter, and scan the same code again to leave. Use the same method in both directions: if you came in with a QR code, go out with it.

For what a pass costs, see our ActiveSG swim, gym and court rates guide.

Which pools have gantries

ActiveSGâ??s current list on its ask.gov.sg help page has 20 pools with gantries ready:

- ActiveSG Sport Park @ Teck Ghee
- Bishan, Bukit Batok, Bukit Canberra and Choa Chu Kang
- Clementi, Delta, Geylang East and Heartbeat @ Bedok
- Jalan Besar, Jurong East, Jurong Lake Gardens Pool and Jurong West
- Katong, Sengkang, Senja-Cashew and Tampines
- Woodlands, Yio Chu Kang and Yishun

ActiveSG puts up posters at a pool the week before its gantries are installed, so check the noticeboard at your usual pool if it is not on the list.



ActiveSG sport centres including Jurong East, left, and Heartbeat @ Bedok, right. Undated Sport Singapore file photos, not taken since the gantries went in. Photo: Sport Singapore

Children under 15

For a child under 15, a parent links the childâ??s account to their own in MyActiveSG+ and buys the pass for them. The child then scans the pass QR code, or a student card, at the gantry.

No phone is not a problem. A child without one can scan the barcode on a student pass, and where no scanner is available, staff can check the ID by hand.

Seniors 65 and above

Singaporeans aged 65 and above get free entry. At a gantry, scan the QR code on your free pass or your ID card, such as your NRIC. One condition catches people out: you must have logged in to MyActiveSG+ at least once before your ID will work at the gantry.

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Geylang East Swimming Complex, one of the 20 pools listed with gantries, in a Sport Singapore photo dated 12 December 2022, not taken since the gantries went in. Photo: Sport Singapore

Caregivers bringing a child to class

ActiveSGâ??s Caregiver Scheme gives a caregiver a 15-minute complimentary grace period who is not swimming but needs to get a child ready before or after class. If you plan to stay for the whole class, you need your own swim pass.

Caregivers of users with special needs can stay with them for the whole pool session at no charge. For complimentary entry, approach the Sport Champions on duty, and expect to scan a QR code before you reach the pool.

Two app changes worth knowing

Since 31 August 2025, non-essential notifications such as booking confirmations and unsuccessful ballot results no longer come by SMS, so do not wait for a text before you head out. And since 10 April 2025, you can log in to MyActiveSG+ with your Singpass ID and password even without the Singpass app on your phone.

Questions that the app does not answer go to ActiveSGâ??s help page at ask.gov.sg/activesg.

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