

WE HEARD YOU!

THE QUAD F.A.Q.

We heard you! The Youth Team has been working very closely with the Youth & Family committee to look at some of the issues raised by Members since The Quad opened its doors to membership in early February.

	Previously	Now	
The Quad Poolside Guest Fees	\$5 per 30 minutes	\$1.50 per 30 minutes / \$3 per hour	\$3.00 per 30 minutes / \$6 per hour
The Quad Guest Fees	\$5 per 30 minutes	\$2.50 per entry	\$5 per entry
Wallholla Entry Requirement	6 years and above	5 years and above	
Tokens for The Quad Arcade	\$2 per game	All tokens will be converted to a value of 50 cents* each.	
		Retrocade	50 cents per game
		Pac Man	50 cents per player
		Mario Kart	\$1 per player
		Basketball	\$1 per game
		Off-peak	Peak Fridays from 5:00 p.m. onwards, Saturdays, Sundays, Eve and Day of Public Holidays

Why can't my child who is 4.5-years-old play at the Wallholla?

The Wallholla is a vertical climbing structure of 6 levels which requires children to be independent moving around on their own. The Club decided to err on the side of caution and only allow kids 6-years-old and above into the Wallholla when it was first opened. Based on feedback from members, the Club will be following the manufacturer's recommendation to allow kids 5-years-old and above into the Wallholla from March 1 onwards.

Why do I have to pay for child-minding at The Quad Poolside?

Child-minding charges are only applicable during peak periods including weekends and public holidays as there's a limited capacity in The Quad Poolside. Charges were removed during redevelopment as a courtesy and due to low volume usage at the temporary space. Prior to redevelopment, helpers at The Zone Poolside also had to pay a Guest fee, and we have now waived all charges for Members' helpers.

Why are my Guests charged at The Quad?

Member usage is prioritized over Guest's, ensuring that Members are able to access The Quad whenever they desire. Additionally, it helps to manage compaction and discourage misuse of equipment. Guest fees are common at The Club's gym, spa, buffets, youth camps etc. We have revised Guest fees to a flat rate of \$2.50 per entry during off-peak hours, and \$5 per entry during peak hours (Friday evenings, Saturdays, Sundays, Eve and day of Public Holidays). Guest fees were previously priced at \$5 per 30 minutes during both off-peak and peak hours. Guest fees will be monitored and reassessed periodically.

Do I really have to sign my child into The Quad Poolside & The Quad?

Parents of children under 12 years old must be present to sign in their children to The Quad and The Quad Poolside, and must remain on Club premises while the child is at The Quad. Your authorized helper or amah may bring your child in for Club sponsored classes and supervised programs and events (such as camp and parties) but is not allowed to sign your child into The Quad or The Quad Poolside for free play, as per The Club's bylaws section 1.5.1(b) titled "Amahs".

I have two children. One is 7-years-old and the other is 5-years-old. Why can't both of them be at The Quad unsupervised?

The Quad at B1 is not a child-minding area and children who are in the space have to be able to play independently and interact with other kids. Children 6 years and above are able to interact with a level of safety and environmental awareness and they are receptive to explanations given by staff when guided. Children 5-years-old and under require a little more attention and The Quad Poolside is a better fit.

Why are arcade games chargeable?

These factors influenced the decision to charge for arcade games:

- Parents will have an overview of how much time their children spend on gaming at The Quad.**
Members have expressed a common desire to have oversight of their children's access to gaming. By purchasing tokens, Members can track their kids spending, and even compare over periods of time.
- Enables us to offer the newest equipment.**
The Club's arcade gaming in the past was chargeable. In more recent pre-redevelopment history did older arcade games become non-chargeable, largely due to their age and inconsistent performance, while we still charged for computer usage, PS4 and Xbox.
The arcade games we have now are brand new, some imported directly from the United States and unique to Singapore.

There are no refunds on purchased tokens that have been utilized.

Where do I send my feedback? Please write a comment card at the Youth Desk or drop us a line at youth@amclub.org.sg.