

Updates on Booking Policies for Healthy 365 (H365) On-Ground Events and Activities

What is the no-show policy for on-ground events booking?

Starting 12 July 2021, a penalty will be imposed on participants who do not turn up for any on-ground event they registered for via the H365 app. The policy, which will disallow no-show participants from booking any on-ground event on the H365 app for a period of 7 days, will take effect from the time of the last missed session.

If you miss 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 6pm booked session on 12 July. You will be subjected to the penalty and will be disallowed from booking any on-ground event on the H365 mobile app until 19 July, 6pm (7 days). If you miss another booked session on 21 July, 7pm, your no-show penalty will be extended till 28 July, 7pm.

Why introduce the no-show policy?

The purpose of this policy is to encourage H365 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.

Have there been high incidences of no-shows to result in the introduction of this policy?

We have been monitoring our attendance rate for on-ground events and observed that between 20-40% of participants who had pre-booked slots did not turn up.

What constitutes a no-show?

When you fail to turn up for a session that you booked on H365 app, without cancelling the slot before the session began.

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

- Any cancellation initiated by HPB due to inclement weather and/or other reasons
- Any H365 app system maintenance that results in an inability to capture your attendance on the app

Please contact our Customer Care hotline at 1800 567 2020 or email moveit@hpb.gov.sg if you require further assistance.

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.

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What can I do if I previously registered for a slot but can no longer make it?

You can cancel a session you have registered for any time before a session begins. Click [here](#) and refer to page 10 for a step-by-step guide.

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 previously booked sessions, but you will not be able to book 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.