

# **Frequently Asked Questions**

## **General**

### **Why are we doing Pre-Event Testing?**

To enable more economic and social activities, including large-scale events, to resume in a safe manner, the Ministry of Health (MOH) is piloting the use of pre-event testing as one of the measures to mitigate the risk of COVID-19 spread by reducing the risk of a COVID-19 positive case being present at an event. This complements the suite of safe management measures that have been put in place, including mask-wearing, safe distancing, group size and capacity limits, which remain core measures to reduce the risk of transmission.

### **Why are we doing Pre-Event Testing Pilots?**

Pre-event testing pilots will enable MOH to study pre-event testing processes and to identify a model which can be implemented more widely and allow more large-scale events to resume eventually. From mid-October to December 2020, the Government has identified selected events across different settings, such as business-to-business events, wedding receptions, live performances, and sports events to test different operational workflows for pre-event testing.

### **Is pre-event testing mandatory?**

Yes, pre-event testing is mandatory for all ticket holders, and only audience members who test negative (ART or PCR within a 24-hour window) will be allowed into the concert hall.

### **Do I need to pay for the test?**

No, as part of the trial, the ART and confirmatory PCR tests (if required) are provided free of charge for all audience members. Each ticket is entitled to only one complimentary ART and the clinic will note down the ticket number when the test is performed.

### **Are there any age restrictions for the ART?**

There is no age restriction for the ART. All participating audience members (including those aged 13 and below) will get the ART test for free.

### **Can I be exempted from the pre-event test?**

Only individuals who have been infected with COVID-19 and have recovered will be exempted from pre-event testing. They will be required to show a discharge memo / HealthHub message showing previous COVID-19 positive results within the past 180 days to signify COVID-19 recovered status. Please contact SSO Customer Experience before your concert date if this applies to you.

# **ART**

## **What is an Antigen Rapid Test (ART)?**

An ART is a rapid diagnostic test suitable for point-of-care testing that looks for specific proteins, known as antigens, on the SARS-CoV-2 virus' surface, and hence identifies individuals who are potentially infectious. Your ART result should be out within 30 minutes.

## **Why are we using Antigen Rapid Tests (ARTs) for Pre-Event Testing?**

Currently, we use Polymerase Chain Reaction (PCR) tests as the definitive test for the confirmation of COVID-19 cases. PCR tests remain the most accurate tests available today. However, the process from the point of swab to the release of results takes about one to two days, which is not feasible for pre-event testing. Given the need for shorter turnaround time, the pre-event testing will be using antigen rapid tests (ARTs), which can return fairly accurate results quickly, within half an hour.

## **How will the ART be done?**

A nasal swab will be carried out to obtain a sample from the lower part of the surfaces of both nostrils.

## **Why do I need to take ART?**

In line with Singapore's approach to resuming activities in a safe and calibrated manner, the Government is implementing all necessary measures to ensure the safety of our performers, crew and audiences attending larger scale events. As this event has been selected as a Pre-Event Testing pilot, all audience members attending the event will be required to undergo the ART and produce a valid negative ART certificate before gaining entry to the event.

## **What does it mean if my ART result is negative?**

If your ART result is negative, it means you can proceed for the concert. Please ensure you have a copy of the negative result and show it to the venue staff for admission.

## **What does it mean if my ART result is provisional positive?**

If your ART result is provisional positive, you will be given further information on where to go for a PCR test.

## **When will I know my ART result?**

You can check the results of your ART within 30 minutes after the test has been completed.

### **I recently did the PCR test, do I have to do the ART again?**

Yes, if it is not done within 24 hours of the end of the event, ART will have to be conducted.

## **PCR**

### **What is PCR?**

The Polymerase Chain Reaction (PCR) tests is the most definite test for the confirmation of COVID-19 cases, and is a swab taken from the back of the nasal passage. Results of this test usually takes one to two days.

## **Clinic Testing**

### **Where can I find a list of the clinics?**

The list of clinics has been attached to your email.

### **What do I need to bring or show to the clinic staff for my clinic test?**

You will need to bring your photo ID, and show your e-ticket and a letter template that has been attached to the email.

### **How early can I do the pre-event test at the clinics?**

The pre-event test can be done from 8.45pm on the night before the concert.

### **How do I get my test results?**

Individuals will receive the ART results via SMS within 30 minutes from the time of swab. If no SMS has been received, please approach staff at the clinic for assistance.

### **I have gone for the test but have accidentally deleted the sms or misplaced the result certificate. What do I do next?**

You will need to contact the clinic that you had gone for the test and share your situation with them. In most cases, they are able to re-send the sms to you. If this is not possible, you might need to go down to the clinic again to receive a printed copy of the result.

## **Event Site Testing**

### **How early can I do the pre-event test at the event site?**

The pre-event test can be done from 5.30pm to 7pm on the day of the concert.

### **Where do I go for the event site test?**

The registration counter is near the Concourse on Level 2 of Esplanade, Theatres on the Bay.

### **What do I need to bring or show to the staff for my event site test?**

You will need to bring your photo ID, and show your e-ticket.

### **Can I come earlier to the venue, take the on-site test, and then go for dinner before the concert?**

Yes, after your test is done, you can proceed to explore the shops and restaurants at the Esplanade Mall.

### **I have gone for the test but have accidentally deleted the sms or misplaced/lost the result slip. What do I do next?**

You will need to proceed to the registration counter at the testing site for assistance.

## **Others**

### **I have a medical condition. Can I opt out of the test?**

All ticket holders are required to show a 'negative' test result for admission into the concert hall. If you have a medical condition that may not allow an ART or PCR to be done, please inform the staff at the registration counter for further assistance.

### **Where do I go for my PET?**

Information on the pre-event test will be sent to your email address registered with SISTIC. If you do not receive any email at least 1 day before your concert, please contact [ticketing@sso.org.sg](mailto:ticketing@sso.org.sg) or call 6602 4245 (9am to 6pm, Mon to Fri).

**I have missed my appointment at the clinic. What do I do next? ,**

Please contact the clinic to let them know and to arrange for an alternative appointment slot. You may also walk-in to the clinics but do note that there might be a longer waiting time.

**I am attending the concert with my child. Does he/she needs to go for the test?**

All ticket holders aged 5 and above would need to go for the test, and show a 'negative' result for admission into the concert hall. Due to the nature of this event, no admission is allowed for those who are below 5 years old.

**I have gone for the test but am unable to attend the concert due to personal reasons. Can I give the ticket to my friend?**

Yes, you can. However, your friend will need to go for the ART and pay for the test (S\$55 inclusive of GST) as each ticket is entitled to only one complimentary ART. .

**I have gone for the test but am unable to attend the concert due to personal reasons. Can I request for a refund?**

As this is a fundraising concert for the SSO, we hope you will consider converting your ticket into a donation to the SSO instead. Please write in to [ticketing@sso.org.sg](mailto:ticketing@sso.org.sg) with your ticket details, and any available supporting documents. All requests will be reviewed on a case-by-case basis.

**I am serving out my Stay-Home-Notice (SHN) but my COVID result is negative. Can I attend the concert?**

No, you will need to remain at home if you are still on Stay-Home-Notice (SHN).

**I have a ticket, but am currently on Stay-Home-Notice (SHN). What do I do next?**

Please write in to [ticketing@sso.org.sg](mailto:ticketing@sso.org.sg) with a supporting document of your SHN, and your ticket.

**I bought a ticket, but now am uncomfortable with going for the pre-event test or worried of the risks of contracting COVID. Can I get a refund?**

As we have indicated on our event pages that mandatory pre-event testing is required, we are unable to provide refunds.

**I bought the ticket for friend/relative. How can he/she go for the pre-event test, as the ticket is in my name?**

Please that your friend/relative's details are correct on the test results. Venue staff will verify photo ID to ensure that the test result belongs to the same person as the one attending the concert, and not the ticket-buyer.

**I have another question that is not answered here.**

Please contact us at 6602 4245, via whatsapp at +65 8282 3709, or via email to [ticketing@sso.org.sg](mailto:ticketing@sso.org.sg)