

FREQUENTLY ASKED QUESTIONS

Can I get a refund if I am not keen on the pre-event testing (PET)?

For patrons who are not keen on taking the PET, we ask that you consider offering your tickets to a friend who would be interesting in coming for the show instead. The pandemic has hit non-profit charities like SRT hard and we need your support to continue to survive. For ticketing enquiries, please contact SISTIC at +65-6348-5555 or feedback@sistic.com.sg.

What if I am unable to arrive on time for the pre-event testing (PET) before performance?

To ensure that there is sufficient time for the PET, patrons are to arrive according to the staggered arrival timings indicated in the event reminder that SISTIC will email all ticket holders. Patrons who do not adhere to the arrival timings/ latecomers may not be admitted.

If I am a wheelchair user or a Person with Disabilities, is the pre-event testing (PET) site/ procedure accessible for me?

The PET site at our venue is accessible for wheelchair users and Persons with Disabilities. SRT's front of house will be on site to support any patrons who require assistance.

When do I need Antigen Rapid Test (ART)?

As part of the resumption of activities in our economy, ART is useful for pre-event testing for events such as business-to-business events, wedding receptions, live performances, and sports events. The turnaround time for ART results is typically within half an hour.

The results will be valid for 24 hours. Do ensure that the time you arrive at the event for the test is no more than 24 hours to the end of your event, e.g. if your event is from 6pm to 8pm, you should only do the test after 8pm the previous day.

How is Antigen Rapid Test (ART) different from PCR?

ARTs are point of care tests that look for proteins on the virus surface. ARTs are cheaper and can yield fairly accurate results quickly within 30 mins. They involve using nasal swab from lower part of nose. They have a lower accuracy rate compared to PCR tests.

PCR tests detect the presence of viral genetic material in a sample. The process can take one to two days. This may not be feasible for pre-event testing. It can also be costly, and requires trained personnel and specialised equipment to administer. Swabs are taken from the back of nose, or the back of throat. PCR tests remain the most accurate tests available today.

Source: MOH

What age must I be for Antigen Rapid Test (ART)?

It is applicable for all ages to be swabbed before they are allowed access into the event hall.

What documents do I need for Antigen Rapid Test (ART)?

You will need a proof of identity such as NRIC/FIN/Passport.

What is the process for the Antigen Rapid Test at the event that I can expect?

You'll be issued a registration form upon arrival. You may proceed to scan the QR code on the form to register for the testing. We will require input of your name, NRIC/FIN, mobile number and email address (for non-Singaporeans).

You may then proceed to join the queue for the swab. The swab will be done in 1 - 2 mins. You can scan the same QR code on the form in 20 - 30 mins time for the results.

When and how do I get the Antigen Rapid Test (ART) results?

The ART test kit typically takes 15 to 30 mins to complete. You may scan the QR code on the registration form issued to you at the pre-event testing station 20 - 30 mins after the swap is completed and the results will be shown on your smart phone.

Please keep the registration form with you until you are cleared to enter the venue.

What happens if the Antigen Rapid Test (ART) result is positive?

All positive ART results will require a confirmatory PCR test to determine if the person is genuinely a positive case. You will be brought to our selected clinic where you will have to take a PCR test.

As the PCR turnaround time is a day, we will not be able to provide certification for attendance at the event. You will have to isolate yourself at home prior to the release of the PCR test results.

The event will not be affected and may continue as per scheduled.

What if the Antigen Rapid Test (ART) is inconclusive?

Our staff will repeat the ART on the spot for you. If the repeat test is still inconclusive, you may opt to cancel the test. Please note that we will not be able to provide certification for you.

Alternatively, you may opt for the PCR test which will take 24-30 hours for report turnaround. The cost of the PCR test will be charged in full and is not subsidized.

Is Antigen Rapid Test (ART) accurate?

The ARTs used in the pre-event testing pilots minimally meet the World Health Organization's (WHO's) recommendation of at least 96.52% for sensitivity and 99.68% for specificity and have been evaluated by MOH.

This means that they will be able to pick up at least 96.52% of individuals who are infected with COVID-19, and will show a result of 1% false positives in healthy individuals.