



School Policies

1. Please make term fee payment by the advised due date to secure your child's slot in the programme.
2. All fees are non-refundable.
3. Fee payment must be settled via Internet Transfer or by Cheque.
 - a. Transfer: Please quote the student ID as PAYEE'S INITIAL when making the transfer.

Account Name: Swim Centre Verhoef
Account Number: 116-311-179-4
Bank: United Overseas Bank
Bank Code: 7375
Branch Code: 016
 - b. Cheque: Kindly make the cheque payable to "Swim Centre Verhoef" with the student ID and contact number indicated on the reverse of the cheque and mail to:

43 Jalan Merah Saga
#02-64 Workloft @ Chip Bee
Singapore 278115

Cheques may also be deposited in the Duckie Box available at the poolside.
 - c. CASH payments at the poolside are not allowed.
4. There will be a waiver of registration fee for students who withdraw and re-join at a later stage.
5. A sibling discount of 10% off term fees is applicable for the 3rd child and 25% off term fees for the 4th child.

Public Holidays

6. There are no lessons on Public Holidays and there will be no charge for lessons that fall on a Public Holiday.

Wet Weather Policy

7. We have a weather line at each location for your convenience to call in the event of heavy rain or cancellation, please use the following numbers:



Dempsey	9820 2248
Turf City	9846 3039
Newton	8112 5295
Nexus	8500 3273

Kindly note that if the phone is not answered, it means that the lessons are running, and the coaches are unable to answer it because they are in the water teaching. The weather in Singapore can change suddenly, so we seek your understanding should there be instances where lessons have to be cancelled and you have already made the journey.

Please be advised these numbers are only for weather updates and shouldn't be used for any other purpose. All other communication should be directed to the respective location email addresses, which are provided below.

Make Up Policy

8. Each student is entitled to 2 make-up lessons per term:
- Make-up lessons will be allocated at days and times advised by aquaDucks. Allocated make-up lesson that are missed or cancelled will not result in a refund or a further make-up lesson.
 - Make-up lessons are valid until the end of the term they fall within.
 - To be eligible for a make-up lesson, kindly provide prior notice via email. Please see the respective location email addresses below for your reference:

Dempsey	dempsey@aquaducks.com.sg
Turf City	turfcity@aquaducks.com.sg
Newton	newton@aquaducks.com.sg
Nexus	nexus@aquaducks.com.sg
Kent Ridge	kentridge@aquaducks.com.sg

Holiday Policy

9. Make-up policy as per above in Point 8 can be used for holidays. A combination of make-up lessons and reservation fee (see Point 11) may be applied for holidays.





10. Should you be going away for holidays and would not like to reserve a place in your current day and time, please submit Withdrawal Form online two (2) weeks in advance.

If you would prefer to reserve your place in your current day and time, a 50% reservation fee for the weeks in which you will be absent will be applicable. To request for a reservation of place (50% reservation fee)

