



## 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 the 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 3<sup>rd</sup> child and 25% off term fees for the 4<sup>th</sup> child in the same family.

### **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	9851 5471
Queenstown	8817 3528

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

Please be advised that 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:

- a. 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.
- b. Make-up lessons are valid until the end of the term they fall within.
- c. 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
Queenstown	queenstown@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 the Withdrawal Form online via our website two (2) weeks in advance.

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

11. To request for a lesson spot reservation (50% reservation fee) please submit the Holiday Reservation Form via our website stating your holiday dates two (2) weeks prior to the start of your holiday.

12. For administrative purposes, holiday proration requests received after a new term invoice has been issued, will be reflected in the following term's invoice.

### **Withdrawal**

If you wish to withdraw from the programme, please submit the Withdrawal Form with two (2) weeks' notice via email to your respective locations.

### **Indemnity**

13. I understand that images and videos taken during the aquaDucks programme are exclusively owned by Swim Centre Verhoef and may be used for publicity, advertising and journalism purposes.

14. Students registered in aquaDucks swimming programme, do so entirely at their own risk. Neither Swim Centre Verhoef nor the Instructors can be held responsible for any injury whatsoever.