



## SCHOOL POLICIES

The below described policies are applicable to all aquaDucks' venues (excluding Hollandse Club and Swiss Club).

### 1.0 FEE STRUCTURE

- 1.1. All fees are non-refundable.
- 1.2. All fees are subject to prevailing GST rates.
- 1.3. Monthly lesson fees (based on 4 lessons per month) are as follow:

**Turf City/ Queenstown:**

Weekday Fee: \$172.80 per month (incl. GST)

Weekend Fee: \$194.40 per month (incl. GST)

**Newton:**

Weekday Fee: \$183.60 per month (incl. GST)

Weekend Fee: \$194.40 per month (incl. GST)

### 2.0 TRIAL LESSON

- 2.1. A trial lesson fee of \$32.40 (incl. GST) applies for each registered trial session.
- 2.2. Please provide us with prior notice before the lesson time if your child is unable to make it for their trial lesson.





### 3.0 PAYMENTS

- 3.1. Please make monthly fee payment by the advised due date to secure your child's slot in the programme.
- 3.2. A deposit of \$81.00 (incl. GST) per child applies to all students. The deposit may be used to offset the last month's fee should a student withdraw from the programme.
- 3.3. If there are less than four (4) lessons per month due to school closure/public holiday, the lesson fee will be prorated for that month's fees.
- 3.4. Receipt of payment by aquaDucks will be considered as acceptance of our attached School Policies.
- 3.5. Available payment methods:

#### **3.5.1 PayNow via UEN**

R.O.C. No.: 51713700C

#### **3.5.2 Internet Transfer**

Account name: Swim Centre Verhoef

Account No: 116-311-179-4

Bank: United Overseas Bank

*\*We have received numerous internet banking payments without student ID indicated. We have been informed that some banks do not facilitate this service. To avoid any future inconvenience, if your bank does not provide this facility, kindly inform us via email so that we can confirm receipt of your payment.*





### 3.5.3 Cheque

Company Name: Swim Centre Verhoef

Address: 43 Jalan Merah Saga  
#02-64 Work Loft @ Chip Bee  
Singapore 278115

Please indicate the student's name on the 'Comment' field or at the back of the cheque.

## 4.0 WET WEATHER POLICY

- 4.1. 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:

Turf City	9846 3039
Newton	8138 3973
Queenstown	8817 3528

- 4.2. 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.
- 4.3. 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.





- 4.4. Please be advised that these numbers are only for weather updates and should not be used for any other purpose. All other communication should be directed to the respective location email addresses.

## 5.0 MAKE-UP LESSONS

- 5.1. Designated make up times are subject to availability.
- 5.2. Make-up lessons that are missed or cancelled will not result in a refund, credit or a further make-up lesson.
- 5.3. For lessons cancelled by our swim school due to bad weather conditions:
  - 5.3.1. Lessons declared cancelled by our swim school due to bad weather will be entitled to make-up lessons.
- 5.4. For lessons cancelled by students:
  - 5.4.1. Please provide us with prior notice before the lesson time if your child is unable to make it for their regular lesson.
  - 5.4.2. Students are entitled to one (1) make-up lesson per month. This excludes lessons cancelled by our swim school due to weather.
  - 5.4.3. If you are unable to attend lessons due to medical reasons, please send a digital copy of the doctor's note with the dates covered.





- 5.5. Any outstanding make-up lesson(s) are valid for three (3) months or until the student withdraws from the programme, whichever is earlier.
- 5.6. Any outstanding make-up lesson(s) will be forfeited after the date of the student's last lesson.
- 5.7. Withdrawing and re-joining the programme at any time will reset the number of make-up lessons.

## 6.0 COMPLIMENTARY RESERVATION

- 6.1. Complimentary reservation of the student's lesson slot can be applied for a minimum of two (2) weeks to a maximum of four (4) weeks per calendar year.
- 6.2. To ensure that the correct fees are charged, please inform us by the 15th of each month prior to your holiday dates, should you like to arrange for the complimentary reservation.
- 6.3. For administrative purposes, proration requests received after a new month invoice has been issued, will be reflected in the following month's statement of account.
- 6.4. Any requests received after the lessons' date will not be entertained.





## 7.0 CLASS STRUCTURE & ARRANGEMENT

- 7.1. Students may be regrouped to a different class/ day/time according to their progress and coach's recommendation.
- 7.2. Students may be regrouped should the class size be unable to meet the minimum class requirements.
- 7.3. A replacement coach will be arranged should your child's assigned coach be on leave/ medical leave.

## 8.0 PHOTOGRAPHY AND VIDEOGRAPHY

- 8.1. We wish to ensure conducive and safe spaces for our students to learn. Clients who wish to take any photos or videos of lessons, at any aquaDucks facility with students in the frame, will need to seek permission of relevant caregivers before doing so.
- 8.2. Images and videos taken by our staff during the aquaDucks' programme are exclusively owned by Swim Centre Verhoef and may be used for publicity, advertising and journalism purposes.





## 9.0 WITHDRAWAL

- 9.1. Please take note of the following to ensure that the final billed fees are correct.
- 9.2. Please inform us by completing and submitting the Withdrawal Form at least two (2) weeks in advance.
- 9.3. Failure to provide two (2) weeks in advance will result in a forfeiture of deposit.
- 9.4. Refund of deposit, if any, will be processed within 4 weeks.
- 9.5. Only Withdrawal Forms submitted will be accepted as notice of withdrawal.
- 9.6. Applying for Complimentary Reservation instead of withdrawing is recommended if you are planning to miss a few lessons. We encourage your child to stay enrolled as they will benefit from some swim lessons more than none.

## 10.0 REJOINING

- 10.1. Although we are not able to guarantee a spot available with a favourite coach on a chosen day and time upon re-joining, we will do whatever we can to work with your schedule and preferences.





## **11.0 POOL & SAFETY RULES**

11.1. Accompanying parents and caregivers are reminded to adhere to all pool rules and safety management rules in place at all times.

## **12.0 INDEMNITY**

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

## **13.0 CHANGES TO SCHOOL POLICIES**

13.1. Swim Centre Verhoef retains the right to change the school policies from time to time. We will notify you if the changes are made and guide you to our website for an updated edition.

