



SCHOOL POLICIES

The below described policies are applicable to all aquaDucks' venues (excluding all private clubs and school programmes).

1.0 FEE STRUCTURE

- 1.1. All fees are strictly non-refundable.
- 1.2. All fees are inclusive of prevailing GST rates.
- 1.3. Lessons are conducted all year round and fees are charged on a monthly basis as follow (incl. GST):

Queenstown/ Newton:

Weekdays (before 3:30pm): \$22.50 per lesson

Weekdays (3:30pm onwards): \$37.50 per lesson

Weekends: \$45.00 per lesson

Normanton:

Weekdays: \$35.00 per lesson

Weekends: \$42.50 per lesson

2.0 TRIAL LESSON

- 2.1. A trial lesson fee of \$32.70 (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 due date to secure your child's slot in the programme.
- 3.2. A deposit of \$90.00 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. There are no lessons on Singapore public holiday and there be no charge for lessons that fall on a Singapore public holiday.
- 3.4. Receipt of payment by aquaDucks will be considered as acceptance of our School Policies.
- 3.5. Available payment methods:

3.5.1 PayNow via UEN

PayNow 200619422K001

3.5.2 Internet Transfer

Account name: Nema United Pte Ltd

Account No: 0721095203

Bank: DBS

**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.*

Please indicate the student's full name on the 'Comment/ Remarks' field.





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:

Newton	8897 8202
Queenstown	8852 5809
Normanton	8804 4068

- 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 will only be scheduled if lesson fees have been fully paid.
- 5.3. Make-up lessons that are missed or cancelled will not result in a refund, credit or a further make-up lesson.
- 5.4. For lessons cancelled by our swim school due to bad weather conditions:
- 5.4.1. Lessons declared cancelled by our swim school due to bad weather will be entitled to make-up lessons.





5.5. For lessons cancelled by students:

- 5.5.1. Please provide us with prior notice before the lesson time if your child is unable to make it for their regular lesson.
 - 5.5.2. Students are entitled to one (1) make-up lesson per month. This excludes lessons cancelled by our swim school due to weather.
 - 5.5.3. 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.
- 5.6. 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 CLASS STRUCTURE & ARRANGEMENT

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





7.0 PHOTOGRAPHY AND VIDEOGRAPHY

- 7.1. 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.
- 7.2. Images and videos taken by our staff during the aquaDucks' programme are exclusively owned by Nema United Pte Ltd and may be used for publicity, advertising and journalism purposes.

8.0 WITHDRAWAL

- 8.1. Please take note of the following to ensure that the final billed fees are correct.
- 8.2. Please inform us by completing and submitting the Withdrawal Form at least two (2) weeks to the end of the current month.
- 8.3. Failure to provide two (2) weeks to the end of the current month by way of the Withdrawal Form will result in a forfeiture of deposit.
- 8.4. Refund of deposit, if any, will be processed within 4 weeks.
- 8.5. Only Withdrawal Forms submitted will be accepted as notice of withdrawal.





9.0 REJOINING

- 9.1. 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.

10.0 POOL & SAFETY RULES

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

11.0 INDEMNITY

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

12.0 CHANGES TO SCHOOL POLICIES

- 12.1. aquaDucks 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.

