



## SCHOOL POLICIES

The below described policies are applicable to aquaDucks @ Queenstown and Normanton.

### FEE STRUCTURE

1. All fees are strictly non-refundable.
2. Lessons are conducted all year round and fees are charged on a monthly basis before subsequent month.

### TRIAL LESSON

1. A trial lesson fee applies for each registered trial session.
2. Please provide us with prior notice before the lesson time if your child is unable to make it for their trial lesson.

### PAYMENTS

1. Please make monthly fee payment by the due date to secure your child's slot in the programme.
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. There are no lessons on Singapore public holiday and there be no charge for lessons that fall on a Singapore public holiday.
4. Receipt of payment by aquaDucks will be considered as acceptance of our School Policies



5. Available payment methods:

**Direct debit via credit card PayNow via UEN**

PayNow 200619422K001

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

### WET WEATHER POLICY

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:

Queenstown	8852 5809
Normanton	8804 4068

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.
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. 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.



## MAKE-UP LESSONS

1. Designated make up times are subject to availability.
2. Make-up lessons will only be scheduled if lesson fees have been fully paid.
3. Make-up lessons that are missed or cancelled will not result in a refund, credit or a further make-up lesson.
4. Make-up lessons are valid for 60 days from the date of the missed lesson.

### For lessons cancelled by our swim school:

- Lessons declared cancelled by our swim school will be entitled to make-up lessons.

### For lessons cancelled by students:

- Please provide us with prior notice before the lesson time if your child is unable to make it for their regular lesson.
  - Students are entitled to one (1) make-up lesson per month.
  - 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. Any outstanding make-up lesson(s) will be forfeited after the date of the student's last lesson.
  6. Withdrawing and re-joining the programme at any time will reset the number of make-up lessons.



## **CLASS STRUCTURE & ARRANGEMENT**

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

## **PHOTOGRAPHY AND VIDEOGRAPHY**

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.
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.

## **WITHDRAWAL**

1. Please take note of the following to ensure that the final billed fees are correct.
2. Please inform us by completing and submitting the Withdrawal Form by 10<sup>th</sup> of the month prior to the effective withdrawal date.
3. Refund of deposit, if any, will be processed within 4 weeks.
4. Only Withdrawal Forms submitted will be accepted as notice of withdrawal.



## REJOINING

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.

## POOL & SAFETY RULES

1. Accompanying parents and caregivers are reminded to adhere to all pool rules and safety management rules in place at all times.
2. All students must be under parent/ caregiver's supervision at all times. aquaDucks employees and representatives are not responsible for children before or after lesson time.
3. Children who are not toilet trained must wear a well fitted reusable swim diaper.





## WAIVER AND RELEASE OF LIABILITY

1. By participating in any of the lessons, including trial lessons, classes, events, programmes and activities organized or conducted by aquaDucks and/or and of its affiliates, and/or using any swimming pool and/or its amenities owned, operated or managed by aquaDucks, it is acknowledged and agreed on behalf of yourself and, if applicable, your child/ward that you have read, accepted and agree to be bound by the following terms in this waiver.
2. You warrant and agree that:
  1. I/ my child am in good health and have no medical conditions that affect my ability to participate in any activity at the facility and have not been advised otherwise by a medical practitioner.
  2. I hereby personally assume any and all risk from participating in any activity/ programme conducted by aquaDucks.
  3. I agree that aquaDucks and its employees, agents and representatives shall not be liable or responsible for any personal injury, property damage, expense or loss of any kind suffered by you and/or your child.

This waiver shall be governed by, and construed in accordance with the laws of Singapore. The parties agree to submit to the exclusive jurisdiction of the courts of Singapore.

## CHANGES TO SCHOOL POLICIES

1. aquaDucks retains the right to change the school policies from time to time, without prior notice at its sole discretion.