



AD-HOC SCHOOL POLICIES

The following policies apply to all aquaDucks venues:
Pasir Panjang, Mountbatten, Queenstown, and Upper Bukit Timah

1. Fee Structure

1. All fees are strictly non-refundable.
 2. A single lesson may be booked at least one (1) week in advance of the lesson date.
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2. Trial Lessons

1. A trial lesson fee applies to each registered trial session.
 2. If your child is unable to attend the trial lesson, please inform us before the scheduled lesson time.
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3. Payments

1. Lesson fees must be paid by the stated due date to secure your child's slot in the programme.
2. Receipt of payment by aquaDucks constitutes acceptance of these School Policies.

Accepted Payment Methods

- Direct debit via credit card
 - PayNow via UEN
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Pasir Panjang Venue

Name: AQUADUCK PTE LTD

PayNow UEN: 202400805N

Mountbatten, Queenstown & Upper Bukit Timah Venues

Name: Nema United Pte Ltd

PayNow UEN: 200619422K001

4. Wet Weather Policy

As lessons are conducted outdoors at certain venues, weather conditions may affect scheduled classes.

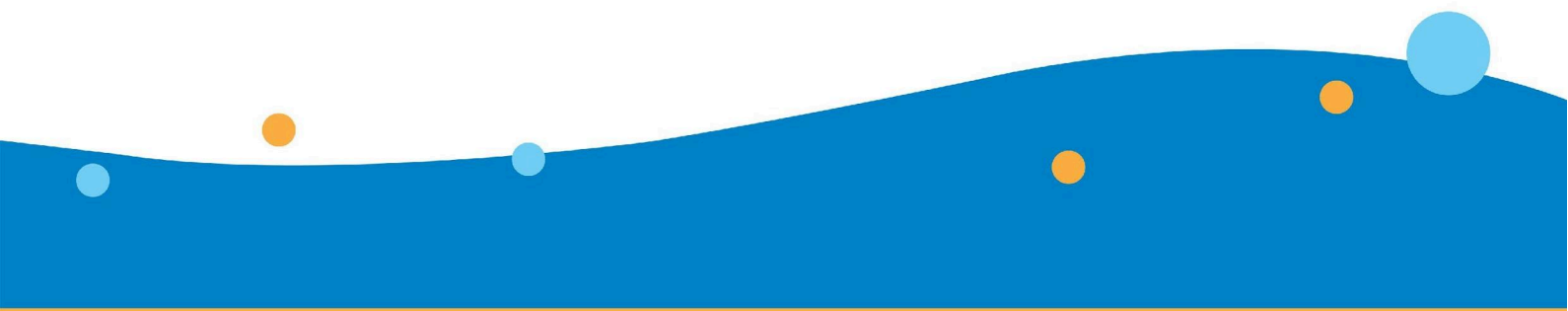
Each location has a dedicated weather line for updates in the event of heavy rain or cancellations:

- **Queenstown:** 8852 5809
- **Upper Bukit Timah:** 8804 4068
- **Pasir Panjang:** Indoor pool (lessons proceed as scheduled)
- **Mountbatten:** Fully covered pool (lessons proceed as scheduled)

If the phone is not answered, lessons are proceeding as scheduled. Coaches may be unable to answer calls as they are in the water conducting lessons.

As weather conditions in Singapore can change suddenly, we seek your understanding should lessons need to be cancelled after you have already made the journey to the pool.

These numbers are strictly for weather updates only. For all other enquiries, please contact the respective location via email.



5. Make-Up Lessons

General Terms

1. Make-up lessons are subject to availability.
2. Lesson fees must be fully paid before a make-up lesson can be scheduled.
3. Missed or cancelled make-up lessons are not eligible for refund, credit, or further rescheduling.
4. Make-up lessons cannot be used to offset future lesson fees and cannot be exchanged for cash or other benefits.
5. Make-up lessons are valid for 30 days from the date of the missed lesson.

Make-Up Slot Eligibility

1. Students enrolled in weekend classes may book make-up lessons on both weekday and weekend slots.
2. Students enrolled in weekday classes may book make-up lessons on weekday slots only.
3. All bookings remain subject to availability.

Lessons Cancelled by aquaDucks

- If a lesson is cancelled by the swim school, students will be entitled to a make-up lesson.

Lessons Cancelled by Students

1. Please inform us before the lesson time if your child is unable to attend a regular lesson.
2. Students are entitled to one (1) make-up lesson per month.
3. For absences due to medical reasons, please provide a digital copy of the medical certificate indicating the relevant dates.

Additional Conditions

1. Any unused make-up lessons will be forfeited after the student's final lesson date.
2. If a student withdraws and later rejoins the programme, previously accumulated make-up lessons will not be reinstated.



6. Class Structure & Arrangement

1. Students may be reassigned to a different class, day, or time based on their progress and the coach's recommendation.
 2. Classes may be reorganised if minimum class size requirements are not met.
 3. A replacement coach will be arranged if your child's assigned coach is on leave or medical leave.
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7. Photography & Videography

1. To ensure a safe and conducive learning environment, parents and caregivers must seek permission from other caregivers before taking photos or videos that include other students.
 2. Images and videos taken by aquaDucks staff during programmes are the property of Nema United Pte Ltd and may be used for publicity, advertising, or related purposes.
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8. Pool & Safety Rules

1. Parents and caregivers must adhere to all pool and safety management rules at all times.
 2. Students must remain under parental or caregiver supervision before and after lesson time. aquaDucks employees and representatives are not responsible for children outside of lesson hours.
 3. Children who are not toilet-trained must wear a properly fitted reusable swim diaper.
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9. Waiver and Release of Liability

By participating in any lesson, including trial lessons, classes, events, programmes, and activities organised or conducted by aquaDucks and/or its affiliates, and/or by using any swimming pool or amenities owned, operated, or managed by aquaDucks, you acknowledge that you have read and agree to be bound by the following terms:

You warrant and agree that:

1. You and/or your child are in good health and do not have any medical condition that would affect participation, unless otherwise advised by a medical practitioner.
2. You voluntarily assume all risks associated with participation in aquaDucks programmes.
3. aquaDucks, its employees, agents, and representatives shall not be liable 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.

10. Changes to School Policies

aquaDucks reserves the right to amend these School Policies at its sole discretion without prior notice.

