



SCHOOL POLICIES

The following policies apply to all students enrolled at aquaDucks @ Queenstown & Upper Bukit Timah.


1. Fee Structure

1. All fees are strictly non-refundable.
 2. Lessons are conducted year-round. Fees are charged on a monthly basis and must be paid before the start of the following month.
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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 a trial lesson, please inform us before the scheduled lesson time.
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3. Payments

1. Monthly fees must be paid in full by the stated due date to secure your child's slot in the programme.
 2. Failure to respond to payment reminders by the deadline may result in your child's slot being released and loss of deposit.
 3. A deposit of \$90 per child is required upon enrolment. The deposit may be used to offset the final month's fee upon withdrawal.
 4. Public Holidays in Singapore:
 - If a public holiday falls on a weekday, there will be no lesson and the date will be excluded from the invoice.
 - If a public holiday falls on a weekend, lessons will proceed as scheduled. If your child is unable to attend, you may apply for a make-up lesson (subject to the Make-Up Policy).
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5. Receipt of payment by aquaDucks constitutes acceptance of these School Policies.
6. Accepted payment methods:
 - Direct debit via credit card
 - PayNow via UEN 200619422K001

Please indicate the invoice number in the “Comment/Remarks” field when making payment.

4. 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.

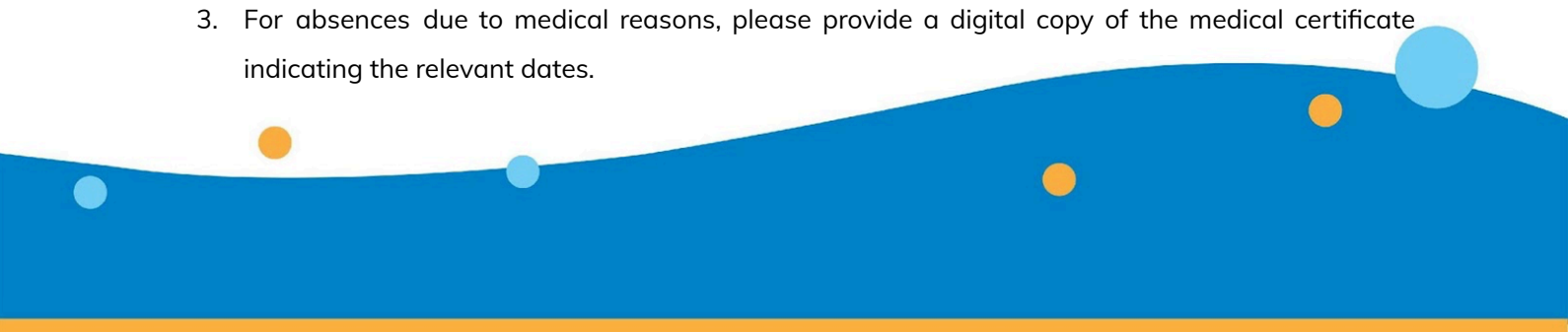
Make-Up Slot Eligibility

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.
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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.
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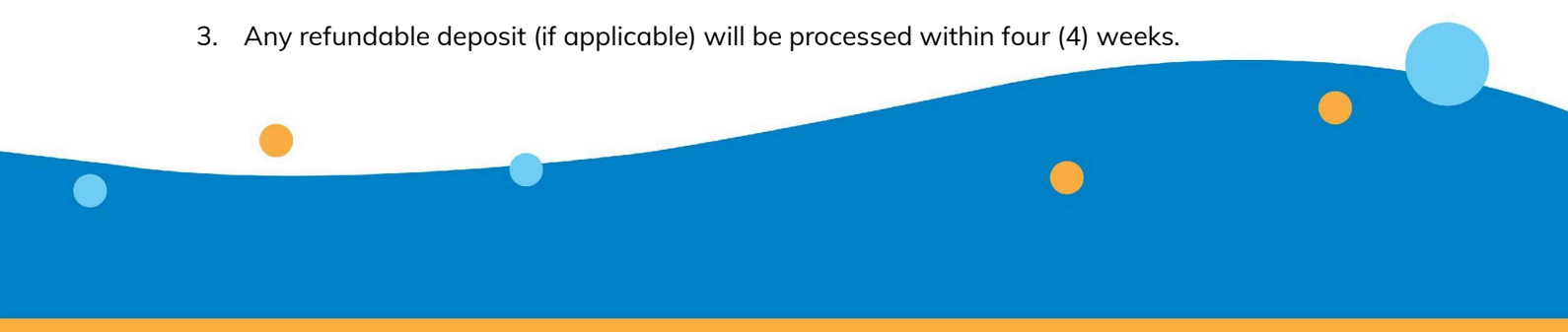
5. Class Structure & Arrangement

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 the assigned coach is on leave.
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6. Photography & Videography

1. To maintain a safe and conducive learning environment, parents and caregivers must seek permission from other relevant caregivers before taking photos or videos that include other students.
 2. Images and videos taken by aquaDucks staff during lessons or programmes remain the property of Nema United Pte Ltd and may be used for publicity, advertising, or related purposes.
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7. Withdrawal

1. To ensure accurate final billing, please submit a completed **Withdrawal Form by the 10th of the month** prior to the intended withdrawal date. Example: Submit between 1–10 March to withdraw from April onwards.
 2. Only official Withdrawal Forms submitted via the OClass app will be accepted as notice of withdrawal.
 3. Any refundable deposit (if applicable) will be processed within four (4) weeks.
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8. Rejoining

While we cannot guarantee availability with a preferred coach, day, or time upon rejoining, we will do our best to accommodate your schedule and preferences.

9. Pool & Safety Rules

1. Parents and caregivers must adhere to all pool and safety regulations at all times.
 2. Students must remain under parental/caregiver supervision before and after lesson time. aquaDucks employees 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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10. Wet Weather Policy


As swimming lessons are conducted semi-outdoors, weather conditions may affect scheduled classes.

For your convenience, each location has a dedicated weather line for updates in the event of heavy rain or lesson cancellations:

- **Queenstown Pool:** 8852 5809
- **Upper Bukit Timah Pool:** 8804 4068

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.

 The above numbers are strictly for weather updates (normal calls only).

For all other enquiries, please WhatsApp 8080 1834.

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11. Waiver and Release of Liability

1. By participating in any lesson, trial, class, event, or activity conducted by aquaDucks and/or its affiliates, and/or using any swimming pool and/or its amenities owned, operated or managed by aquaDucks, you acknowledge that you have read and agree to be bound by this waiver.
2. You confirm that you and/or your child are in good health and medically fit to participate in swimming activities.
3. You voluntarily assume all risks associated with participation in aquaDucks programmes.
4. aquaDucks, its employees, agents, and representatives shall not be liable for any personal injury, property damage, expense, or loss incurred during participation in its programmes.

This waiver is governed by the laws of Singapore. Any disputes shall be subject to the exclusive jurisdiction of the courts of Singapore.

12. Changes to School Policies

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

