



GUIDELINES

PRIVATE LESSON

Guidelines for Students:

1. Please be punctual for lessons.
2. Give your fullest attention to your Swimming Instructor during the lesson.
3. Do not hesitate to ask questions when in doubt.
4. No pushing or running at the poolside.
5. Be positive about activities carried out during lessons and give your best.
6. Avoid missing lessons or playing truancy.
7. Follow all instructions given by the Swimming Instructor at all times.

Guidelines for Parents/ Guardians:

1. Please assist in bringing your child for lessons punctually. No extra time will be given for latecomers.
2. Do not let your child enter the pool without the supervision/ company of an adult.
3. Please do not interrupt when a lesson is going on. If you wish to speak to the Swimming Instructor regarding your child's progress or have other queries, kindly inform the Sports Coordinator and he/she will make arrangements. You may also email your queries to *Admin@SwimitRight.com*, and the relevant instructor will reply as soon as possible.
4. Your understanding and cooperation is greatly appreciated.
5. Please do not reprimand your child, with regards to their progression in class, as this may cause adverse psychological effects on the child. Each child is unique; hence progression will differ from one child to another.
6. Please arrange for your child to be picked up, showered and changed immediately after lesson. Do not allow your child to be in the pool without an accompanying adult.
7. Students in Swim it Right programs do so entirely at their own risk. Swim it Right shall not be liable for any injuries sustained by the students directly or indirectly related to or as a result of his/ her participation in the programs.

TERMS OF SERVICE

Please read 'Terms of Service' in the 'Guidelines' carefully. Upon payment made for any service(s) provided by 'Swim it Right Pte. Ltd.', you (our customer) acknowledge and agree to be bound by the provisions of this agreement. If you are not willing to be bound by the 'Terms of Service', please promptly inform 'Swim it Right Pte. Ltd.' and its representatives for discontinuation of service(s). The school, 'Swim it Right Pte. Ltd.' and its representatives, reserves the right to discontinue services in the event that a customer does not comply with the 'Terms of Service' contained herein.

1. Lesson Cancellation by School:

In the event of unforeseen circumstances when the school cancels a lesson, such as but not limited to, Swimming Instructor's availability and bad weather conditions, the school will take necessary steps to arrange for a replacement lesson.

2. Pool Closure:

For classes conducted in private pools (condominium)

It is the duty of the students to be informed of their respective residence's pool maintenance. If the pool is scheduled for maintenance or is unsuitable for swimming due to unforeseen circumstances, please contact our administrative staff immediately. The lesson will then be cancelled and arrangements for a replacement lesson will be made. However, lesson will be deemed chargeable and no replacement lesson will be arranged if the students fail to inform the school of the pool closure **at least 2 hours before** the lesson.

3. Bad Weather Conditions:

3.1 Students whose lesson have not commenced but was cancelled due to bad weather conditions will be rescheduled to the nearest available replacement lesson's **designated time slots**.

3.2 For lesson that has commenced, please note that the lesson will resume if the weather conditions allow within the next 10 minutes. (Example: No heavy rain or lightning risk). Lesson would be deemed chargeable upon commencement.

3.3 Lesson will be conducted as usual in light drizzle weather conditions.

4. Absence (Medical/ Personal/ Vacation):

4.1 Students who will be absent for their lesson must duly inform the school **at least 2 hours before** the start of the lesson. Failure to inform will result in forfeiture of replacement lesson.

4.2 For class size - Individual:

Upon meeting the aforementioned rule in 4.1, students may request for one replacement lesson **ONCE** every calendar month. Should the students require more than one replacement lesson every month, their request will be subjected to the Swimming Instructor's availability. There will be no reimbursement for unscheduled replacement lesson.

4.3 For class size – Private Group (2 – 3 Students):

Upon meeting the aforementioned rule in 4.1, students may request for one replacement lesson **ONCE** every calendar month. The school will collate the absences for the month and schedule a replacement lesson on the following month.

In the event that there is only 1 student absent for that month. The replacement lesson scheduled on the following month would be a summarized overview of the lesson missed hence it would not be a full lesson. The lesson duration allocated for the replacement lesson would be as follows:

Learn-To-Swim Program: **25 minutes**

Baby & Toddlers Program: **20 minutes**

There will be no reimbursement for unscheduled replacement lesson.

5. Extended Absence:

5.1 Students who wish to take an extended absence from the program for **2 weeks or longer**, kindly inform the school, either in writing or email Admin@SwimitRight.com, **2 weeks** before the extended absence to arrange for replacement lessons.

5.2 *****No-Refund Policy:** Swimmers/ participants are advised to plan their remaining lesson balance prior to the date of extended absence to avoid forfeiture of lesson fee. Remaining lesson balance will not be reimbursed, prorated or carried forward once the month has started. Students will only be advised to arrange for replacement lesson for the affected dates.

Please give the school a call upon return, a new time slot will be arranged if the previous time slot is not available anymore. Reservation of time slot will not be entertained.

6. Replacement Lesson:

6.1 Designated Timeslots:

Students who would like to reschedule their regular lesson time slot, kindly refer to the designated time slot for replacement lessons indicated below:

**Every Saturday & Sunday:
1200hrs – 1400hrs**

6.2 Replacement lesson is not limited to the above time slots. Students are allowed to arrange for an alternative replacement lesson time slot depending on the Swimming Instructor's availability.

6.2.1 Students will be responsible to arrange for an alternative replacement lesson time slot if they are not able to make it on the designated time slots. Replacement lesson must be scheduled and conducted within **1 month** from the date of the affected lesson. There will be no reimbursement for unscheduled replacement lesson.

6.2.2 For **Private Group** lesson, if the students are unable to mutually agree on a common replacement lesson time slot. The school will take necessary steps to schedule the replacement lesson on a designated time slot and the students shall make their own arrangements to attend. There will be no reimbursement for absence from the scheduled replacement lesson.

7. School Closure:

7.1 New Year Eve & Day

7.2 Chinese New Year Eve & Days 1-3

7.3 Christmas Eve & Day

7.4 Singapore Public Holidays (including Sunday & immediate Monday)

Note:

Students are to take note of the school closure schedule, the School will not provide further notice.

8. **Withdrawal of Class:**

To withdraw from the program, kindly give the school **one month's** notice in writing or email Admin@SwimitRight.com. Otherwise, lesson fee balance will be forfeited. The school is not obliged to refund the remaining lesson fee balance in cash terms in the event of withdrawal on short notice.

Note:

Absence from lesson does not indicate withdrawal from lesson unless the withdrawal notice from the swimmer/participant is received and approved.

9. **Registration Fee:**

A registration fee of \$50 upon enrolment of each student is required for the facilitation of administration process. Registration fee will come with an essential swim kit.

10. **Payment:**

10.1 Lesson fee is payable before the commencement of the program (new enrolment).

10.2 Subsequent lesson fee payment will be due **on the fourth lesson**.

10.3 Payment can be made via:

(a) Cheque payable to: Swim it Right Pte. Ltd.

(b) Funds Transfer: Bank: Maybank
Account No.: 041-210-722-07
Bank Code: 7302
Branch Code: 012

10.4 Receipt will be issued upon payment received.

10.5 Fee paid is non-refundable and non-transferrable.

10.6 Lesson fee is subjected to change with ample notice given to students.

10.7 Lesson fee is to be paid promptly upon invoice issued.



GUIDELINES

STANDARD GROUP LESSON

Guidelines for Students:

1. Please be punctual for lessons.
2. Give your fullest attention to your Swimming Instructor during the lesson.
3. Do not hesitate to ask questions when in doubt.
4. No pushing or running at the poolside.
5. Be positive about activities carried out during lessons and give your best.
6. Avoid missing lessons or playing truancy.
7. Follow all instructions given by the Swimming Instructor at all times.

Guidelines for Parents/ Guardians:

1. Please assist in bringing your child for lessons punctually. No extra time will be given for latecomers.
2. Do not let your child enter the pool without the supervision/ company of an adult.
3. Please do not interrupt when a lesson is going on. If you wish to speak to the Swimming Instructor regarding your child's progress or have other queries, kindly inform the Sports Coordinator and he/she will make arrangements. You may also email your queries to *Admin@SwimitRight.com*, and the relevant instructor will reply as soon as possible.
4. Your understanding and cooperation is greatly appreciated.
5. Please do not reprimand your child, with regards to their progression in class, as this may cause adverse psychological effects on the child. Each child is unique; hence progression will differ from one child to another.
6. Please arrange for your child to be picked up, showered and changed immediately after lesson. Do not allow your child to be in the pool without an accompanying adult.
7. Students in Swim it Right programs do so entirely at their own risk. Swim it Right shall not be liable for any injuries sustained by students directly or indirectly related to or as a result of his/ her participation in the programs.

TERMS OF SERVICE

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1. Lesson Cancellation by School:

In the event of unforeseen circumstances when the school cancels a lesson, such as but not limited to, Swimming Instructor's availability and bad weather conditions, the school will take necessary steps to arrange for a replacement lesson.

2. Pool Closure:

For classes conducted in private pools (condominium)

It is the duty of the students to be informed of their respective residence's pool maintenance. If the pool is scheduled for maintenance or is unsuitable for swimming due to unforeseen circumstances, please contact our administrative staff immediately. The lesson will then be cancelled and arrangements for a replacement lesson will be made. However, lesson will be deemed chargeable and no replacement lesson will be arranged if the students fail to inform the school of the pool closure **at least 2 hours before** the lesson.

3. Term Schedule:

Lessons will only be conducted at the stipulated term schedule. Requests for change of term schedule will be subjected to approval. The school reserves the right to make changes to term schedule with prior notice.

4. **Bad Weather Conditions:**

- 4.1 Students whose lesson has not commenced but was cancelled due to bad weather conditions can attend Centralised Replacement Lessons.
- 4.2 For lesson that has commenced, please note that the lesson will resume if the weather conditions allow within the next 10 minutes. (Example: No heavy rain or lightning risk). Lesson would be deemed chargeable upon commencement.
- 4.3 Lesson will be conducted as usual in light drizzle weather conditions.

5. **Absence (Medical/ Personal/ Vacation):**

- 5.1 Students who will be absent for their lesson must duly inform the school **at least 2 hours before** the start of the lesson. Failure to inform will result in forfeiture of replacement lesson.
- 5.2 Upon meeting the aforementioned rule in 5.1, students may attend Centralised Replacement Lessons.

6. **Extended Absence:**

- 6.1 Students who wish to take an extended absence from the program for **2 weeks or longer**, kindly inform the school, either in writing or email *Admin@SwimitRight.com*, **before the commencement of the term**.
- 6.2 The school will take necessary steps to make alternative arrangement for the affected students upon meeting the aforementioned rule in 6.1.
- 6.3 The school will not reimburse nor provide pro-ration of the lesson fees in the event that the students are not able to attend any replacement lessons.
- 6.4 ******No-Refund Policy***: Once the term has commenced, there will be no further changes allowed. All students will only be encouraged to attend the 2 Designated Replacement Lesson stipulated at the start of each term.

7. Centralised Replacement Lesson (CRL):

7.1 Centralised Replacement Lesson (CRL) will be specially organized and conducted on the last two weeks of the term, on top of the scheduled term lesson.

7.1.1 Each student will be eligible to a maximum of **2 CRLs** per term.

7.1.2 CRL dates will be announced at the start of the term so students can plan their activities accordingly.

7.1.3 Students should only attend CRL if their lesson was cancelled due to bad weather conditions or if they were absent.

7.1.4 CRL will not be conducted when none of the students are eligible for a replacement lesson or no registrations are received.

7.1.5 CRL will be conducted at either of the following locations:

- a) Geylang East Swimming Complex
601 Aljunied Avenue 1
Singapore 389862
- b) Ang Mo Kio Swimming Complex
1771 Ang Mo Kio Avenue 1
Singapore 569978
- c) Nuovo Condominium
Ang Mo Kio Ave 9
Singapore 569786

7.2 Students can attend suitable lessons at other timings and locations to replace for lessons. As slots are limited for each lesson, students should inform the school as early as possible to reserve their preferred slot for the replacement lesson.

7.3 All replacement lessons are valid only for the term. They will not be carried forward to the next term.

7.4 It is the responsibility of the students to register their attendance for CRL in the event of any bad weather or absence during the term. The school will not reimburse nor provide pro-ration of the lesson fees in the event that the students are not able to attend any replacement lessons.

8. School Closure:

8.1 New Year Eve & Day

8.2 Chinese New Year Eve & Days 1-3

8.3 Christmas Eve & Day

8.4 Singapore Public Holidays (including Sunday & immediate Monday)

Note:

Students are to take note of the school closure schedule, the School will not provide further notice.

9. Withdrawal of Class:

9.1 To withdraw from the program, kindly give the school **one month's** notice in writing or email Admin@SwimitRight.com **before the commencement of the following term.**

9.2 *****No-Refund Policy:** Once the term has commenced, the school is not obliged to refund the remaining lesson fee balance in cash terms in the event of withdrawal on short notice.

Note:

Absence from lesson does not indicate withdrawal from lesson unless the withdrawal notice from the student was received and approved.

10. Registration Fee:

A registration fee of \$50 upon enrolment of each student is required for the facilitation of administration process. Registration fee will come with an essential swim kit.

11. Payment:

11.1 Lesson fee is payable before the commencement of the program (new enrolment).

11.2 Subsequent lesson fee payment will be due on the **last lesson before the new term starts.**

11.3 Payment can be made via:

- (a) Cheque payable to: Swim it Right Pte. Ltd.
- (b) Funds Transfer: Bank: Maybank
Account No.: 041-210-722-07
Bank Code: 7302
Branch Code: 012

11.4 Receipt will be issued upon payment received.

11.5 Fee paid is non-refundable and non-transferrable.

11.6 Lesson fee is subjected to change with ample notice given to the students.

11.7 Lesson fee is to be paid promptly upon invoice issued.