

AQZOG SWIM SCHOOL TERMS & CONDITIONS

Please note that there will be no lessons on public holidays, as well as dates that fall on 29th, 30th and 31st. There will be no make up for such unless the Coach arrange for it at his discretion. Rain or Shine, lessons will still carry on.

Group Lessons:

i. Payment should be promptly made on 1st week of every month through internet banking to Mr Tan Kok Wah, POSB Savings Account Number :047-12382-8.

ii. Group and premier lessons, schedule are fixed and there will be no compensations, make-up or refund for bad weather (rain), absenteeism, medical certificate, late attendance or cancellation of any sort. (Haze: If the pool is still open, the operation resume). Because resources and time have been committed to the lesson and is on-going.

PSI Advisory Notice

Good	Moderate	Unhealthy	Very Unhealthy	Hazardous
0-50 (PSI)	51-100 (PSI)	101-200 (PSI)	201-300 (PSI)	>300 (PSI)
Normal Swimming Lessons	Normal Swimming Lessons	50% Swimming 50% Theory	No Swimming Lessons	Avoid outdoor activity

iii. **No make up or postpone of class.** Firstly, it is difficult to predict the weather, especially in Singapore. It can be raining heavily 30mins before lesson but only drizzling / or stop raining entirely just before lesson or 10-15 mins into lesson. The safety guidelines most swim schools and swim coaches adhere to is that as long as there is no lightning and thunder, and visibility is not affected badly, swim lessons can continue. Hence, it is common practice for coaches to be stationed at swimming venues regardless of weather conditions and continue with lessons once conditions allow. We will do land drills, Flexibility & core exercise, talks on water safety, perform swimsafer practical and their theories. Lessons are chargeable because resources and time have been committed to the lesson.

iv. There will be no lessons conducted on 5th week of the month or any lessons that fall on 29th,30th, 31st of any month as well as all Public Holidays. In the event your class schedule is a public holiday, the lessons shall be considered as done and is counted. There will be no makeup or whatsoever.

v. Starting January 2016 onward, Aqzog Swim School (Affiliated to SSA) will be collecting One Month Deposit and students will need to notify the school one month in advance if they wish to stop lesson. That one month deposit will be used for that one month of notice. There will be no refund. This is also to secure the slot and prevent last min drop out. This policy is also in line with most Swim School Policies.

Private Lessons :

i. Lost time due to late attendance or when the swimming pool is closed due to any reason will neither be refunded nor made up for.

ii. Any last minute cancellation will not be entertained unless the student informs the instructor at least 2 hours before hand after, which make-up lessons will have to be arranged directly and in favor to the instructor. (Student has to inform the instructor for postponement latest by Friday if lesson falls on weekends. Instructor may not be able to answer call/sms as they are usually engaged during the weekend).

iii. Student is responsible to arrange make up lesson if lesson is cancelled.

iv. Student will still be required to undergo at least 4 lessons on a monthly basis. Failure to undergo the minimum required lessons will result in any outstanding lessons being forfeited.

***No swimming lessons / classes will be conducted on the following days below. It is the student's responsibility to be aware of swim holidays. No make up lessons will be provided for non-premium group classes and private lessons.**