



# STUDENT HANDBOOK

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(GROUP CLASS) EFFECTIVE FROM 1ST OCTOBER 2023 UNTIL FURTHER NOTICE

**SWIMMERSE SWIM SCHOOL**

+65 8588 7867 | #03-07 MANDAI INDUSTRIAL BUILDING 30 MANDAI ESTATE, SINGAPORE (729918) \*LIFT ACCESSIBLE\*

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**TERMS AND CONDITIONS FOR GROUP CLASSES:**

**SCHOOL SCHEDULE**

- At Swimmerge Swim School, our classes are organized into four terms, each consisting of 12 lessons. These terms align with the calendar year:
  - Term 1: January, February, March
  - Term 2: April, May, June
  - Term 3: July, August, September
  - Term 4: October, November, December
- New students are not limited to term schedules; you can register at any time.

**PAYMENT**

(For New Registration)

- New students are required to make the following payments via Bank Transfer, Paynow, or Active SG Pay **within 3 working days** of confirmation and payment notification from administration:
  - 1-month deposit
  - Uniform fee (mandatory for kids aged 3.5 to 12 years old only)
  - 1-term lesson fee

|               |  |
|---------------|--|
| Bank Transfer | <b>OCBC current 628151920001</b>   |
| Paynow to UEN | <b>53231391K</b>   |
| Active Sg     |  <p>The image shows two smartphones displaying QR codes for ActiveSG MyCash payments. Above the phones are the ActiveSG and Swimmers logos. Below each phone, text reads 'Purchase with "MyCash" &amp; earn ActiveSG \$'. At the bottom, there are two lines of small text: 'For the MyCash, please call 184735 (Singapore) 62911231' and 'For the MyCash, please call 184735 (Singapore) 62911231'.</p> |

- Late payment may result in slot forfeiture.

(For subsequent payment)

- Student lesson fees will be collected per term. The collection date as follows:
  - Term 1: Payment collection set on 25<sup>th</sup> December, **due date 10<sup>th</sup> January**
  - Term 2: Payment collection set on 25<sup>th</sup> March **due date 10<sup>th</sup> April**
  - Term 3: Payment collection set on 25<sup>th</sup> June **due date 10<sup>th</sup> July**
  - Term 4: Payment collection set on 25<sup>th</sup> September **due date 10<sup>th</sup> October**
- You can **request a fee installment** plan with the administration via personal message.
- Late payment of fees after 2 payment notification will result in the suspension or auto-withdrawal of students from the class.

(For other payment)

- The monthly lesson fee collected **does not** include entrance fees, exam fees, or any other fees. These payments are to be bear by the learners.

**DEPOSIT**

- The paid deposit is refundable after a minimum commitment of 6 months of classes and upon quitting.
- A **1-month worth serving notification period** is required before quitting, and should be communicated to the administration.
- Serving notification period will follow Withdrawal and Termination policy.
- The deposit **cannot be used** for the last month's class fee; it must be paid separately for a refund.
- The deposit will not be refundable if the above conditions are not fulfilled.

**UNIFORM PACKAGE**

- The uniform fee covers a thermal swimming suit and swim cap along with a free mesh bag, kickboard, back float, and goggles.
- **Uniform package is compulsory** and non-exchangeable for a rebate in fees or products.

## REFERRAL

- Each registered student is eligible for a referral gift when they refer another student to register for swimming classes with the school.
- Referral gifts are subjected while stock last and is non-exchangeable for a rebate in fees or products.

## REPLACEMENT OR MAKEUP CLASS

- Each student is provided with **2 replacement or makeup class credits** per term for any reason. Replacement classes must follow the scheduling provided; **no rescheduling** will be allowed once makeup classes are set.
- You must **notify the administration for acknowledgment**; failure to do so will result in the class fee being charged.
- Unused replacement or makeup class credits **will not** be carried forward to the next term.

## RAINING / POOL CLOSURE

- In case of heavy rain or pool closure due to a lightning alert, **dry lessons or land training will be conducted**. Students should report to class in swimming attire, as lessons will begin when the weather permits.
- Dry lessons or land training plan not limited to: Land drills, water safety talk, Swim safer theory questions, swim strokes and individual progress discussion.
- If there are more than 3 consecutive dry lessons or land training sessions in a month, the school will provide 1 makeup or replacement class (following the designated scheduling)
- Any request for leave or absenteeism will follow the replacement or makeup class credit policy.

## PUBLIC HOLIDAYS

- There will be **no class** on public holidays, and class fees will be charged in line with industry standards.
- If there are more than 3 public holidays in a term, school reserves right to provide either 1 replacement class or prorate 1 lesson fee on end month of each term (March, June, September, December).

## SCHOOL HOLIDAY

- Classes will **continue as usual** during school holidays, and any request for leave will follow the replacement or makeup class credit policy.

## 5<sup>TH</sup> WEEK OF THE MONTH

- If a student's class for the month consists of 5 weeks, there will be **no class** during the 5th week unless stated otherwise by the coach or administration.
- The 5th week class is not included in the lesson fee.

## SICKNESS / VACCINATION / COVID

- Any request for leave will follow the replacement or makeup class credit policy.

## PAUSE POLICY

- The school **does not allow** any absence or pause for 3 consecutive weeks or longer, except for medical reasons. Medical reasoning will require an official letter to Swimmerse Management with doctor's medical letter as reference and verification.
- Any request for absence or pause for 3 consecutive weeks or longer without paying the lesson fee will result in auto-withdrawal, and the deposit will not be refunded.

## SPECIAL REQUEST

- Any special requests regarding school fees or concerns or long-term hospitalisation leave and etc **should be submitted** through an official letter addressed to Swimmerse Management.
- You may attach any relevant documents as reference.
- The official letter should be sent via personal message or email to askswimmerse@gmail.com. Any update on the request will be provided within 5 working days.

### CLASS CLOSURE AND CHANGES

- Swimmerse reserves the right to close or shift students to another class with advanced notice if the number of students falls below the minimum required for group classes or if other circumstances affect the class.
- Class arrangements may change based on students' swimming levels and ages.

### WITHDRAWAL AND TERMINATION

- Students wishing to withdraw must **send notification to the admin and serve a 1-month ongoing class notice.**
- Deposit refunds will follow the Deposit policy.
- Unused replacement or makeup class credits will not be refunded.

### MEDIA RELEASE

- Please be aware that the learner's swimming activities may be recorded (still and moving images) for media, promotional, academic, and training purposes. If you disagree, please advise us in writing and we will take extra care to exclude your child.

### LIABILITY

- By signing up for Swimmerse swimming classes, students and their caretaker/family accept that Swimmerse, including its servants and agents, are not responsible or liable for any damage or loss suffered by the student, the student's caretaker/family, or property during their time in our school. Students and caretakers/families indemnify Swimmerse, its management, and its staff against all injuries or liabilities, which may arise from participation in lessons, entirely at their own risk.

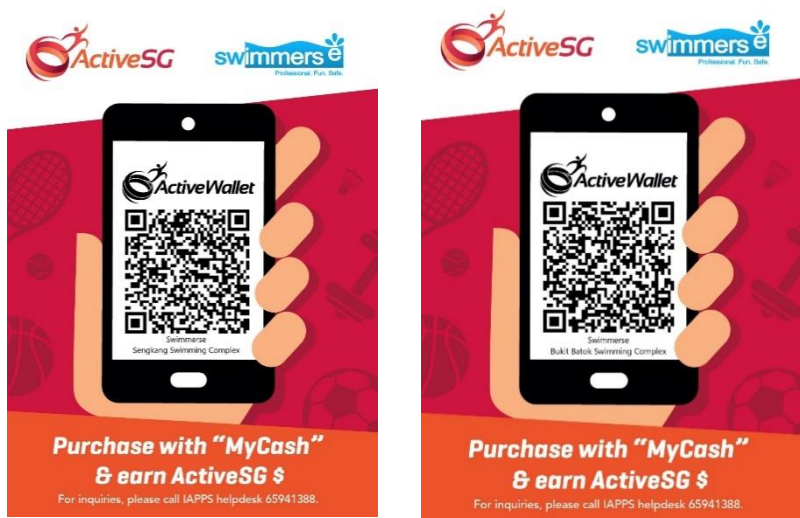
### ADDITIONAL NOTES

- Please note that the admin's working hours are from 9 am to 5:30 pm on weekdays only. **Any important/urgent matter please do call us via WhatsApp 8588 7867**
- Swimmerse reserves the right to amend the terms and conditions with reasonable prior notice to all student's caretaker/family.
- All terms and conditions are subject to changes by Swimmerse.

## ACTIVE SG PAYMENT PROCESS

### HOW TO PAY FEES

1. Tap [SCAN] on the ActiveSG app Home page (Ensure permission to camera is allowed)
2. Point your device camera to our QR code below:



3. Enter fees amount and tap [PAY NOW]

## HOW TO PAY ENTRANCE FEE AT SWIMMING COMPLEX

1. Tap [SCAN] on the ActiveSG app Home page (Ensure permission to camera is allowed)
2. Point your device camera to QR code at the entrance.
3. Tap [PAY NOW] using either Mycash or ActiveSG credit.

| ENTRANCE FEE           |                                      | All Conventional Swimming Complexes |                                  |                            |  |
|------------------------|--------------------------------------|-------------------------------------|----------------------------------|----------------------------|--|
| Category               | Singapore Citizen/Permanent Resident |                                     | Standard Rate                    |                            |  |
|                        | Weekdays exclude public holidays     | Weekends & public holidays          | Weekdays exclude public holidays | Weekends & public holidays |  |
| Adult                  | \$1.00                               | \$1.30                              | \$1.30                           | \$1.70                     |  |
| Child / Senior Citizen | \$0.50                               | \$0.60                              |                                  |                            |  |
| Other Concession       | \$0.80                               | \$1.10                              | \$0.80                           | \$1.10                     |  |

### ADDITIONAL NOTES

- For every \$10 spent on MYCASH, you will receive a rebate of \$1 in ActiveSG credits.
- The ActiveSG credits **can only be** used to pay entrance fee into ActiveSG's swimming pools and gym. (ActiveSG credit cannot use for fees payment – only MYCASH can use for fees payment)
- There is a capped rebate of \$10. You can make a few transactions to enjoy a full rebate.
  - For example: You can make 2 transactions of \$80 for \$160 payment to enjoy full \$16 rebate.

## SWIM SAFER TEST

### ESTIMATED/PLANNED TEST DATE

|                                     |                          |
|-------------------------------------|--------------------------|
| Term 1: January, February, March    | End of March             |
| Term 2: April, May, June            | End of May to early June |
| Term 3: July, August, September     | Mid Aug                  |
| Term 4: October, November, December | End of Nov to early Dec  |

**\*\* to be confirm once set\*\***

### TEST PAYMENT

- **Test fee of 50sgd** covered for slot booking, outside assessor and certification.
- Lesson fee still chargeable on test day.

### TEST ATTIRE

|  |  |
|--|--|
| STAGE 1, STAGE 2, STAGE 3, STAGE 4<br>(BRONZE) | <ol style="list-style-type: none"> <li>1. Swimsuit</li> <li>2. Goggles</li> <li>3. Swim cap</li> <li>4. Extra t-shirts and shorts (they will need to use inside pool)</li> </ol>               |
| STAGE 5 (SILVER), STAGE 6 (GOLD)               | <ol style="list-style-type: none"> <li>1. Swimsuit</li> <li>2. Goggles</li> <li>3. Swim cap</li> <li>4. Extra long sleeves shirt and long pants (they will need to use inside pool)</li> </ol> |

## TEST PROCEDURES

1. The coach will assess all students 1-2 months prior to the planned test date. The coach will then compile and forward the list of eligible students' names to admin.
2. Once the name list is out, admin will send out personal invitations to eligible students for details and payment collection.
  - a. If you didn't receive any invitation from admin, meaning the student is not yet eligible for the upcoming test.
3. After payment and details confirmation from the parent's side completes, admin will proceed with test booking and arrange the test class based on the students' stages.
  - a. Please note that there is a minimum number of students per class and time that we need to follow per booking, hence, please follow the due date given and wait for a confirmed test date and time from admin.
4. Once all bookings are complete, a confirmation of test date, location, coach name, time and attire will be notified in designated group. (Parents will be added to designated groups once step 3 complete).

### TYPE OF TEST

|   |  |
|---|--|
| <p><b>PRACTICAL TEST</b><br/>(Conducted by Swimmerge coach – assess by outside coach)<br/><b>**Compulsory**</b></p> | <ul style="list-style-type: none"> <li>• Test will be conducted at Public Swimming Complex</li> <li>• You may refer to this website for <a href="#">Swimsafer Test Criteria</a></li> <li>• No reschedule after test is booked</li> </ul>   |
| <p><b>THEORY/ONLINE TEST</b><br/><b>**Compulsory**</b></p>  | <ul style="list-style-type: none"> <li>• Test is online and there are unlimited tries so you can keep attempting until you pass the test. (You can only get 1 wrong to pass the test)</li> <li>• You may refer to this website for <a href="#">link to theory test</a></li> <li>• You may find answers to the test <a href="#">here</a></li> <li>• Need to complete by 7 days after practical test.</li> </ul> |

**SCHOOL CALENDAR**

**2023**

| <b>TERM 4</b>  |           |                        |
|--|-----------|------------------------|
| Payment collection set on 25 <sup>th</sup> September due date 10 <sup>th</sup> October |           |                        |
| OCTOBER  |           |                        |
| 29   | Sunday    | No Class - Fifth Week  |
| 30   | Monday    | No Class - Fifth Week  |
| 31   | Tuesday   | No Class - Fifth Week  |
| NOVEMBER   |           |                        |
| 22 - 28  |           | Planned Swimsafer Test |
| 29   | Wednesday | No Class - Fifth Week  |
| 30   | Thursday  | No Class - Fifth Week  |
| DECEMBER   |           |                        |
| 1 - 5  |           | Planned Swimsafer Test |
| 29   | Friday    | No Class - Fifth Week  |
| 30   | Saturday  | No Class - Fifth Week  |
| 31   | Sunday    | No Class - Fifth Week  |

\*\* Please note that notification will be send to official group if there are any changes – if no notification made hence no changes\*\*



2024

| TERM 1   |           |                                       |
|--|-----------|---------------------------------------|
| Payment collection set on 25 <sup>th</sup> December, due date 10 <sup>th</sup> January |           |                                       |
| JANUARY  |           |                                       |
| 1  | Monday    | No Class – Public Holiday             |
| 29   | Monday    | No Class - Fifth Week                 |
| 30   | Tuesday   | No Class - Fifth Week                 |
| 31   | Wednesday | No Class - Fifth Week                 |
| FEBRUARY   |           |                                       |
| 10   | Saturday  | No Class – Public Holiday             |
| 11   | Sunday    | No Class – Public Holiday             |
| 29   | Thursday  | No Class - Fifth Week                 |
| MARCH  |           |                                       |
| 20 - 27  |           | Planned Swimsafer Test                |
| 29   | Friday    | No Class – Public Holiday/ Fifth Week |
| 30   | Saturday  | No Class - Fifth Week                 |
| 31   | Sunday    | No Class - Fifth Week                 |

\*\* Please note that notification will be send to official group if there are any changes – if no notification made hence no changes\*\*

| TERM 2   |           |   |
|--|-----------|---|
| Payment collection set on 25 <sup>th</sup> March due date 10 <sup>th</sup> April |           |   |
| APRIL  |           |   |
| 10   | Wednesday | No Class – Public Holiday                             |
| 29   | Monday    | No Class - Fifth Week                                 |
| 30   | Tuesday   | No Class - Fifth Week                                 |
| MAY  |           |   |
| 1  | Wednesday | No Class – Public Holiday                             |
| 22   | Wednesday | No Class – Public Holiday                             |
| 23 - 29  |           | Planned Swimsafer Test                                |
| 29   | Wednesday | Replacement Class on fifth week – For Wednesday class |
| 30   | Thursday  | No Class - Fifth Week                                 |
| 31   | Friday    | No Class - Fifth Week                                 |
| JUNE   |           |   |
| 1 - 5  |           | Planned Swimsafer Test                                |
| 17   | Monday    | No Class – Public Holiday                             |
| 29   | Saturday  | No Class - Fifth Week                                 |
| 30   | Sunday    | No Class - Fifth Week                                 |

\*\* Please note that notification will be send to official group if there are any changes – if no notification made hence no changes\*\*

| TERM 3   |           |                           |
|--|-----------|---------------------------|
| Payment collection set on 25 <sup>th</sup> June due date 10 <sup>th</sup> July |           |                           |
| JULY   |           |                           |
| 29   | Monday    | No Class - Fifth Week     |
| 30   | Tuesday   | No Class - Fifth Week     |
| 31   | Wednesday | No Class - Fifth Week     |
| AUG  |           |                           |
| 9  | Friday    | No Class – Public Holiday |
| 7 - 13   | -         | Planned Swimsafer Test    |
| 29   | Thursday  | No Class - Fifth Week     |
| 30   | Friday    | No Class - Fifth Week     |
| 31   | Saturday  | No Class - Fifth Week     |
| SEP  |           |                           |
| 29   | Sunday    | No Class - Fifth Week     |
| 30   | Monday    | No Class - Fifth Week     |

\*\* Please note that notification will be send to official group if there are any changes – if no notification made hence no changes\*\*

| TERM 4   |           |  |
|--|-----------|--|
| Payment collection set on 25 <sup>th</sup> September due date 10 <sup>th</sup> October |           |  |
| OCT  |           |  |
| 29   | Tuesday   | No Class - Fifth Week                  |
| 30   | Wednesday | No Class - Fifth Week                  |
| 31   | Thursday  | No Class - Public Holiday / Fifth Week |
| NOV  |           |  |
| 22 - 28  | -         | Planned Swimsafer Test                 |
| 29   | Friday    | No Class - Fifth Week                  |
| 30   | Saturday  | No Class - Fifth Week                  |
| DEC  |           |  |
| 1 - 5  | -         | Planned Swimsafer Test                 |
| 25   | Wednesday | No Class – Public Holiday              |
| 29   | Sunday    | No Class - Fifth Week                  |
| 30   | Monday    | No Class - Fifth Week                  |
| 31   | Tuesday   | No Class - Fifth Week                  |

\*\* Please note that notification will be send to official group if there are any changes – if no notification made hence no changes\*\*