



# STUDENT HANDBOOK

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(PRIVATE 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 PRIVATE CLASSES:**

**SCHOOL SCHEDULE**

- Swimmerse Swim School divides its classes into terms, each comprising 12 lessons, including public holidays.
  - Term 1: January, February, March
  - Term 2: April, May, June
  - Term 3: July, August, September
  - Term 4: October, November, December
- New students can register at any time, not limited to term schedules.

**PAYMENT**

(For New Registration)

- New students must make the following payments via Bank Transfer/Paynow/Active Sg:
  - 2-lesson fee deposit
  - Uniform fee (mandatory for kids aged 3.5 to 12 years old)
  - 1-month lesson fee + prorated fees during registration (If join mid/end month)

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's MyCash payment system. 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 small logos for the National Payment System (NPS) and the Singapore Electronic Payment System (SEPS).</p>

- Payment must be completed within 3 working days upon confirmation to secure a slot. Late payment may result in slot forfeiture.

(For subsequent payment)

- Student lesson fees will be collected **every month (Set on 25th of current month, due date 10<sup>th</sup> on upcoming month.**
- Lesson fee for following month will be prorated if number of lessons does not fulfill 4 classes; must follow Class Cancellation policy.
  - For example, class cancel once in July, Aug fees will be prorated.
- 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 it 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 subject to availability and are non-exchangeable for a rebate in fees or products.

## REPLACEMENT OR MAKEUP CLASS

- Replacement or makeup classes are **not provided** unless specified by the coach or administration.

## RAINING / POOL CLOSURE

- In the event of heavy rain or pool closure during a class, **dry lessons or land training will be conducted**, including land drills, water safety discussions, theory questions, swim strokes, and progress discussions.
- Requests for leave or absenteeism will follow the Class Cancellation policy.

## PUBLIC HOLIDAYS

- There are no classes on public holidays, and no charges apply.

## SCHOOL HOLIDAY

- Classes **continue** during school holidays, and request for leave follow the Class cancellation policy.

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

- If a month's class consists of 5 weeks, there will be no class on the 5th week unless specified by the coach or administration.

## SICKNESS / VACCINATION / COVID

- Leave requests follow the Class cancellation 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.
- Absences without payment for 3 consecutive weeks or longer without paying the lesson fee will result in auto-withdrawal, and the deposit will not be refunded.

## CLASS CANCELLATION

- School allows learner's or guardian to request for class cancellation for **any reasoning 1 day in advance**.
- For cancellation under **sudden bad weather situation**, class cancellation needs to be made **at least 2 hours prior**.
- Any cancellation request needs to be made and communicated in the designated group with acknowledgement by admin or coach.
- If the cancellation notice is received last minute and does not follow the time frame, the class will be considered chargeable.
- In case of classes with more than one participant, it is important to note that **cancellations should be coherent and within the specified time frames. No class shall proceed if any student requests cancellation**. However, if the other students still wish to proceed with the class, kindly note that the class fee will be chargeable for the whole student including the absent student.
- Cancellation of class allowed at **max 3 times per term**. Any cancellation exceeds the limit will be chargeable. Cancellation credit is not transferable to next term.

## 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 student in any class with a suitable advanced notice period, if the number of students in the class falls below the minimum number required for the group class to function or if the class is affected.
- Class arrangements are subject to change with consideration in student's swimming level and age.

## WITHDRAWAL AND TERMINATION

- Withdrawal of student need to send notification to admin and will need to serve 1 month ongoing class notice.
- Deposit will only be refunded after the student complete his/her last day and will follow Deposit policy. (Refund of deposit will be done during office hours and will take around 3 processing days).
- Any unused cancellation credits will not be refunded.

## MEDIA RELEASE

- Do note 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

- Upon signing up for Swimmerse swimming classes, the student and caretaker/family accepts that Swimmerse including its servants and agents are not responsible or liable for any damage or loss suffered by the student or the student's caretaker/family or property during their time in our school. I hereby indemnify Swimmerse, its management, and its staff against all injuries or liabilities, which may arise from my/my child's participation in lessons, which is entirely at my/my child's 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 (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> (Conducted by Swimmerge coach – assess by outside coach) <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> <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 <b>due date 10<sup>th</sup> October</b>		
OCTOBER		
29	Sunday	No Class - Fifth Week
30	Monday	No Class - Fifth Week
31	Tuesday	No Class - Fifth Week
NOVEMBER		
<b>22 - 28</b>	<b>!</b>	<b>Planned Swimsafer Test</b>
29	Wednesday	No Class - Fifth Week
30	Thursday	No Class - Fifth Week
DECEMBER		
<b>1 - 5</b>	<b>!</b>	<b>Planned Swimsafer Test</b>
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\*\*