

TERMS & CONDITIONS (NORDCOM2)

Fees & Registrations

1. There will be no trial lesson. All new students will be assessed on the first lesson.
2. Fees charged are based on 4 lessons worth.
3. Fees to be made on first week of the month **(applies on those paying monthly)**
4. Classes will only commence upon receipt of payment prior to the first lesson of the term.
5. Refunds will only be prorated if students only attended fewer than 2 lessons upon payment.
6. Fees are subjected to changes with notice - via website, email, SMS, Whatsapp from Swimcraft.

Lessons

1. Students are advised to be **punctual** for class as there will be no extension of time for latecomers.
2. In the event when the assigned swimming instructor is unavailable or terminated, Swimcraft reserves the rights to replace the class with another instructor. Instructors, location and class timings may vary from term to term.
3. Swimcraft reserves the right to withhold certificates and/or promotions if fees are not fully paid.
4. No lessons will be conducted on Public holidays.
5. No lessons will be conducted on every 5th week of the month

Extra Fees Borne by Clients

1. Students are required to pay for any deposit, entrance or parking fees (if applicable) for the instructor.

Bad Weather

Bad weather is defined as lightning activities within the proximity of the pool, or the pool is closed by the pool management (Lighting Warning System) and/or lifeguard and/or Swimcraft coach. In the event of bad weather:

1. All swimming lessons will be considered whole after **25 minutes** into the lesson, land drills will be conducted for the remaining time left. .
2. Should lightning alerts occur prior to the start of class, wet weather plan including (swimsafer theory, Land drills, youtube videos, PowerPoint slides presentation, water safety talk) will be conducted up to a maximum of 30 minutes and students released thereafter.
If a student decides not to carry on with the land drill, the lesson will still be considered done.

Sick

1. Make-up lessons will only be granted to students with MC and conveyed to the instructor at least 1 hour in advance. However, Swimcraft will only conduct a maximum of **1 make-up lesson in each month.**
2. Make-up classes will have to be **arranged directly and in favor of the instructor.** No make-up lessons will be granted for absent/no-show without valid reasons.
3. **Any lessons canceled by the coach will not be considered done and a make-up lesson will be arranged.**
4. If the instructor has **arrived** at the venue, it is considered as 1 class. Any last minute cancellation is not allowed.
5. There will be NO make-up classes, compensations or extensions for absenteeism, no show or late coming.
6. For group classes, classes will still be carried out regardless even if the student is unwell. This is to be fair to other students in the group who wish to have class as per normal.

Holiday

1. 1 month notice, Fees will be prorated accordingly.

Other Activities

1. 1 week's notice is required.
2. Make up classes will have to be arranged directly and in favor of the instructor.

5th week of the month

Fees are paid monthly for 4 classes per month, there will be NO classes on the 5th week of the month. (29 th to 31 st of each month)

Make-up lessons

Swimcraft will conduct the make-up lessons in the following consideration:

1. Medical reason supported by medical certificate or report.
2. Relevant Compassionate Documents presented with regards to your absence
3. For group classes, classes will still be carried out regardless even if the student is unwell. This is to be fair to other students in the group who wish to have class as per normal.

***Make up lessons will be conducted on the 5th week of the month**

Make up lessons may also be conducted on other days besides the 5th week of the month, subject to availability of slots

Arrangement for make-up lessons: Parents are to make the necessary arrangement with the coach before or within 3 days after the missed lesson to qualify for the make-up lesson. Any notifications after 4 days of the missed lesson will not be applicable for the make-up lesson.

Completion of make-up lessons: Please fulfill all make-up lessons within 2 months from the missed lesson to prevent forfeiture of the class. **Make-up lessons dates** will be given to parents to select. Kindly note that it is subject to **availability of the coaches**. Parents are encouraged to select their make-up lesson dates early.

Cancellation/Replacement by Swimming instructor

1. No fees will be charged if cancellation is made by the swimming instructor due to any unforeseen circumstances.
2. Instructors may arrange for a replacement coach or make up class at the availability of the instructor's schedule.

Medical Declaration

1. Upon registration, parents/guardians are required to indicate if their child has any allergies, medical conditions or developmental and/or behavioral issues. We reserve the right to withdraw your child should we deem your child unsuitable for the lessons.

Media Release

1. Swimming activities may be recorded (still and moving images) to be used 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 or you.

Liability

1. I accept that SWIMCRAFT including its servants and agents are not responsible or liable for any damage or loss suffered by the student or student's caretaker/family or property during their time in our school. I hereby indemnify SWIMCRAFT, its management and staff against all injuries or liabilities, which may arise from my/my child's participation in lessons, which is entirely at my/my own child's own risk.

Terms & Conditions

1. The company reserves the right to change these terms and conditions at any time without prior notice.