

TERMS & CONDITIONS

GENERAL

- i. The FINS Swim School (FINS) and SAFRA pool authority reserves the sole rights to cancel the swimming lesson (full or partial) due to any unforeseen circumstances or events that disallow the usage of the pool and/or in accordance to the advisories issued by government authorities. No replacement class or refund will be given.
- ii. There will be no classes during Public Holidays and/or Pool Closure due to SAFRA club events. No fees will be charged.
- iii. All FINS students and parents are expected to own their personal SAFRA (dependent) membership cards.
- iv. Entrance fees to the swimming pool are not included in the term fee for non-members (accompanying adults/helpers)
- v. Accompanying adults/helpers who are non-members have to be signed in by the member himself/herself at the ticketing machine, to purchase an entry ticket.
- vi. Parents are not allowed to engage FINS swimming instructors for any private lessons outside of SAFRA Clubs.
- vii. FINS reserves the rights to amend the terms and conditions from time to time where necessary with ample prior notice.

WATER SAFETY MESSAGE FOR PARENTS

- i. Never leave your child unattended before, during and after his/her swimming lessons (in case of any emergencies/toilet breaks).
- ii. Ensure that your child/children understand(s) the danger of water, and any frivolous play:
Parents are to brief children of the following basic water safety tips:
 - ✓ no running around the pool area
 - ✓ strictly no playing or jumping around during lesson time
 - ✓ no wandering out of sight from the coach/supervising adult
 - ✓ listen to coach's instructions at all times during the swimming lesson
 - ✓ ask for coach's permission for toilet break(s)
- iii. Coaches of FINS reserve the rights to stop student from attending lesson where student are beyond control such as displaying unruly behaviour, and any frivolous play which may potentially cause danger to self or others. Student will be asked to leave the pool to be on dry land.
- iv. All students are advised against over-eating and drinking, at least an hour before commencement of lesson. This is to ensure students do not vomit and choke during swimming.
- v. Report to the coach if your child is sick or unwell before the lesson.
- vi. Dress Code: Parents are to ensure children are dressed in proper swim wear for swimming lessons (Swimming costume/trunks, goggles, swimming board, swimming cap).

INCLEMENT WEATHER AND HAZE

- i. Land drills/training will be conducted in sheltered areas during bad weather conditions such as rain and lightning. No replacement class or refund will be given for classes cancelled/suspended due to weather condition, such as bad weather and haze.
- ii. In the event of haze, parents/students are advised to check NEA's website on the PSI readings before lessons.

PSI reading	0 - 100	101 - 200	Above 201
Lesson status	Lessons will continue	Lessons may be replaced by land drills/training	Lessons will be cancelled

CLASS FORMATION REGULATIONS

- i. FINS reserves the rights to cancel the formation of a class (learn to swim) if the minimum number of 8 students is not confirmed.

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- ii. FINS reserves the rights to merge/combine/shift students if the class size is lesser than the minimum requirement or when necessary.
- iii. To ensure that everyone in a class progresses at an equal pace, FINS Coach may reallocate students to a more suitable class at any point of time.

PAYMENT OF FEES

- i. Upon confirmation of registration of class, payment details will be send to parents via email. Full payment for the term has to be made 2 weeks before commencement day or by the first lesson of the term.
- ii. In the event where payment is not received by the first lesson of the term, FINS reserves the rights to remove student from the registered class and replaced with other student in the waiting list.
- iii. A penalty amount of \$50.00 will be charged for late payment after 3 days of commencement of first lesson. (With Effect from Term 3, 2023, 1 July 2023)
- iv. Registration fees will be charged for new students, or students who leave and re-join after more than 1 term (3 months).
- v. Modes of payment:
 - a. Customer Service Counter (Cash, NETS, Visa or MasterCard)
 - b. Online payment via www.safra.sg or Mobile Apps under FINS Swim School in Events & Courses.

REFUND POLICY AND MAKE UP CLASSES

- i. There is strictly no refunds/pro-ration once payment has been made for the term.
- ii. No balance fees or refunds if changes are being made from weekends to weekdays.
- iii. There will be no make-up/replacement lessons or any pro-ration for students missing classes for personal reasons.
- iv. One (1) make-up lesson or replacement lesson are strictly for **MC and/or any compassionate grounds** on a case by case basis, subject to availability of classes and approval from management.
- v. Make-up or replacement lesson are to be utilized within the same term as enrolment.
- vi. MC or related documents has to be produced within 2 weeks of the date of absenteeism before arrangements of replacement lesson can be made

CHANGE OF SCHEDULE / TERMINATION OF CLASSES

- i. The parent/student is required to provide at least **2 weeks prior notice** to fins@safra.sg to terminate or withdraw from swimming lessons so that students will not be registered into the following term.
- ii. The request for any change of timings and/or day of lessons must be informed 2 weeks before the commencement of the new term
- iii. The request for any change of timings/day of lessons after the commencement of the new term is subjected to a \$30.00 administrative fee per change and the class availability may differ depending on availability.

ENQUIRIES

- i. For any enquiries on class schedule, payment terms and administrative matters, kindly email to fins@safra.sg