

AQUATIC PROGRAMME Procedures and Guidelines

1. Registration & Fees

All participants of Metropolitan YMCA Programmes must be an **Associate Youth Member** of Metropolitan YMCA Singapore.

Each month consists of **4 lessons (45 mins) for preschool and primary level classes, 4 lessons (1.5hr) for competitive level** and there are **no lessons on Public Holidays**.

(I) Fee Structure

o Preschool Level	\$106.00 (Inclusive of GST)
o Primary Level	\$110.00 (Inclusive of GST)
o Competitive Level	\$120.00 (Inclusive of GST)

*Preschool level: Tadpole, Crayfish, Goldfish

*Primary level: Clownfish, Seahorse, Jellyfish, Octopus, Grouper, Flying Fish, Dolphin

*Competitive level: Swim Club

*M.Y First Club will be entitled to 5% discount for full fee payment.

(II) Payment of Fees

Fees must be paid before class commencement as enrolment cannot be confirmed without full payment. Participants with unpaid fees will not be allowed to attend the class. All cheque payments should be made payable to **Metropolitan YMCA Singapore**.

(III) Fee Refund

Fees paid will not be refunded unless the Metropolitan YMCA cancels the class. The following refund policy applies upon withdrawal:

Notice of withdrawal	Refundable Fees
One week or more before class commences	75%
Less than one week before class commences	50%
Once class has commenced	No refund

(IV) Transfer Fee

In the event of request for transfer/ change in class schedule/ time slot after registration, a transfer fee of S\$15 (exclude GST) will be imposed.

(V) Late Payment

All service fees must be paid before programme / term commences. A 10% surcharge will be levied on all late payments. All cheque payments should be made payable to **Metropolitan YMCA Singapore**.

2. Term Assessment

Assessments will be conducted every alternate month set by Metropolitan YMCA Singapore.

3. Replacement Lesson

Replacement lessons will only be given to students who have made full payment per month. Replacement lesson will only be given to student with valid and certified Medical Certificate. The maximum number of replacement lessons that a student will be given in a month is ONE.

- Replacement class must be of the same or similar level for the existing student.
- Please call the Programmes Counter @ 6839 8355 for replacement class schedule and availability.
- Parents or students are advised to make this arrangement at least one day in advance.
- Cancellation/re-schedule of replacement class must be arranged at least one day in advance.
- Failure to do so will result in forfeiture of replacement class.
- No refund will be made if your child cannot make it for all our available replacement classes

In order to maintain safety and appropriate Instructor-Students Ratio, students who did not make early booking of replacement class will not be allowed into any class. In the event that a class is full, there will not be addition of students.

**Due to COVID-19 safety measures, no replacement class will be arranged during this period of time. The lesson missed due to valid and certified Medical Certificate will be offset in the next month.*

4. Cancellation of Class

The association reserves the right to cancel any class due to insufficient enrolment. For class cancellation, parents will be notified prior to the class commencement.

5. Wet Weather Policy

In the event of inclement weather, the lesson cancelled by Metropolitan YMCA Singapore will be offset in the next month. Do note that the maximum number of lessons that a student will be given in a month is ONE.

E.g. Mon 4.45pm to 5.30pm class

Is there lightning risk?

- No: The instructor will carry out the lesson as per normal.
- Yes: The instructor will monitor for 10 mins if the lesson can be carried out. The participants will sit at the seating area next to the swimming pool for further advice.
 - o If there is no lightning risk, the lesson will carry on as per normal until 5.30pm.
 - o If there is lightning risk, lesson will be cancelled.

6. Indemnity

Every reasonable effort will be taken to ensure your child's safety while participating in the programme. However, parents should be aware of the inherent hazards of aquatic education programmes, including the possibility of inside the pool or pool side injuries, chemical exposure, disease, risk of drowning and lightning. The Association, its staff, assistants, teachers or agents will not be held responsible for any loss, injury, fatal or otherwise, arising from accident or mishap in the process of your child's learning.

7. Enquiries and Feedback

For feedback or enquiries, please contact our Programmes Staff during office hours (Mon to Fri 8.00am to 6.00pm) at programmes@mymca.org.sg or 68398355.