



## TERMS AND CONDITIONS 2024

### Payment

All payment made is strictly non-refundable or transferable.

Payment must be made in full to ensure successful registration/ prior to the commencement of the first lesson for the new term.

All payments can be made via

1. Payment upon registration @ [www.acedolphin.com](http://www.acedolphin.com) - Book Classes

Note: Ace Dolphin Swim School uses [LessonPlan](#) as its school management system, all payments are automated on LessonPlan.

### Termination

Students are required to give **1 full month's notice** if he/she decides to withdraw from Ace Dolphin Swim School. If the month's fees have already been collected, the last day will be the end of the following month. (For eg, Fees have been collected on May 1st. Notification of withdrawal is done on May 10th, the last day of lessons will be June end.)

### Slot Guarantee

If a student is unable to attend lessons for the whole month, payment will still need to be made to reserve the slots.

### Group Lesson

There will be strictly no refunds, compensation bad-weather, personal reasons (i.e. medical leave, vacations), late-coming or cancellation of any sorts. Lessons will continue as long as the pool remains open, even in bad weather.

No lessons will be conducted on public holidays (lessons are still chargeable) and on fifth week breaks of the month.

**Kindly refer to the lesson schedule below as no reminders may be given.**

**Please notify the instructor if the student is not attending the lesson.**

### Make-Up Policy

Students are only allowed 1 make-up lesson every quarter for personal reasons. If you wish to request for extra make-up lessons due to illness, a valid Medical Certificate must be provided.

### Adverse Weather and Safety Precautions

Land drills, exercise or water safety talk will be conducted in replacement of the usual practical lesson in the event of bad weather.

Swimming lessons will still be payable in the event of bad weather conditions. There will be no make-up lesson, refunds or compensation in the event of bad weather. (Applicable to group lessons)

### Our Curriculum - The Acedolphin Method & Tatsuki Curriculum

Acedolphin Swim School adopts the Swimsafer program and Tatsuki swimming curriculum as its training program. This is a 12 week program for each level, all students will go through a grading test or swimsafer test on every week 12. This program is mandatory and test fees must be made should the student pass the test. More information about the curriculum can be found on [The Acedolphin Method & Tatsuki Curriculum](#).

### Private Lessons

Lost time due to late coming or non-availability of the swimming pool will not be compensated or made up for. Students are required to inform the instructor **2 hours in advance** if they wish to cancel the lesson, after which the make-up lesson must be arranged with the instructor, subject to the instructor's availability. Last minute cancellations are not accepted. All make-up lessons will be arranged in favour of the instructor's schedule. Students are responsible to arrange their make-up lesson with the instructor if a lesson is cancelled.

No lessons will be conducted on [Public Holidays](#). It is the student's responsibility to be aware of these holidays:

- ALL SINGAPORE PUBLIC HOLIDAYS
- NEW YEAR EVE
- CHINESE NEW YEAR EVE & CHRISTMAS EVE
- CHINESE NEW YEAR DAY 1 TO THE DAY 5 OF THE LUNAR CALENDAR

### Public swimming pools

All students are required to pay their own entrance fees to all public swimming pools.

### Private/Condo/Club swimming pools

Students are required to pay for any deposit, entrance fee or parking fee for the instructor.  
 Students are required to register our instructors with their residence's management if necessary.  
 Students are required to inform our instructors of any rules and regulations and operating hours of the swimming pool.

### Relief of Swimming Instructors

In the event of unforeseen circumstances, we reserve the right to send a relief swimming instructor should your instructor be unavailable.

### Swimming Equipment

Students are required to wear Ace Dolphin's swim cap at all times and use Ace Dolphin Swim Board during lesson time.

### Responsibility

We will not be held responsible for any claims arising out of any injury, damage or loss of life while attending our swimming lesson, including all costs incurred as a result of such claims.

**ACE DOLPHIN SWIM SCHOOL RESERVES THE RIGHT TO ALTER TERMS AND CONDITIONS WITHOUT PRIOR NOTICE.**

2024 ACE DOLPHIN LESSON SCHEDULE																					Legend	
January							February							March								
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	School Break/ Fifth Week Break	
1	2	3	4	5	6	7				1	2	3	4					1	2	3	Public Holidays ( No Lessons)	
8	9	10	11	12	13	14	5	6	7	8	9	10	11	4	5	6	7	8	9	10	Test Week(KIV)	
15	16	17	18	19	20	21	12	13	14	15	16	17	18	11	12	13	14	15	16	17		
22	23	24	25	26	27	28	19	20	21	22	23	24	25	18	19	20	21	22	23	24	5th Week Breaks	
29	30	31					26	27	28	29				25	26	27	28	29	30	31	1 - 3 Jan	
April							May							June								
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	8 - 13 Feb (CNY)	
1	2	3	4	5	6	7			1	2	3	4	5					1	2	29 - 31 Mar - 1 - 2 Apr		
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9	30 - 31 May - 1 - 2 Jun	
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16	29 - 31 Jul - 1 - 3 Aug	
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23	29 - 30 Sept - 1 - 2 Oct	
29	30						27	28	29	30	31		24	25	26	27	28	29	30	26 - 31 Dec (XMAS)		
July							August							September								
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S		
1	2	3	4	5	6	7				1	2	3	4	30						1		
8	9	10	11	12	13	14	5	6	7	8	9	10	11	2	3	4	5	6	7	8		
15	16	17	18	19	20	21	12	13	14	15	16	17	18	9	10	11	12	13	14	15		
22	23	24	25	26	27	28	19	20	21	22	23	24	25	16	17	18	19	20	21	22		
29	30	31					26	27	28	29	30	31	23	24	25	26	27	28	29			
October							November							December								
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S		
	1	2	3	4	5	6					1	2	3	30	31					1		
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8		
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15		
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22		
28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29			

[https://docs.google.com/spreadsheets/d/1II-SKGI16WrO2xbG-XPOBkG4jPIYRnH\\_/edit?usp=sharing&oid=117577923577861358467&rtpof=true&sd=true](https://docs.google.com/spreadsheets/d/1II-SKGI16WrO2xbG-XPOBkG4jPIYRnH_/edit?usp=sharing&oid=117577923577861358467&rtpof=true&sd=true)