

# **Swim Pro Singapore - Terms & Conditions**



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## **1. Payment:**

- Payments are due before lessons begin and after every 4x credits, with payment required within 3 working days. Late payments may pause lesson scheduling.
- Accept payment methods: cash, paynow/paylah or bank transfer.

## **2. Sick/Unwell**

- Please notify us at least 24 hours in advance if the student is unwell to qualify for rescheduling.
- For last minute illness, rescheduling may be possible with proof (e.g Medical certificate).

## **3. Holiday plans:**

- Inform us at least one week in advance for holidays to allow rescheduling based on availability.

## **4. Wet Weather:**

- Light rain: Lessons proceed as normal.
- Heavy rain or lightning alert: Lesson will be postponed to the following week.

## **5. Cancellations:**

- Cancellations within 24 hours will incur a 50% charge. Same-day cancellations will be charged in full unless for medical emergencies (with proof).
- Repeat cancellations may affect your reserved slot.

## **6. No-Show:**

- No-shows without notice will be charged in full. Consistent no shows may lead to slot reallocation.

**Thank you for choosing Swim Pro Singapore**

By joining our lessons, you agree to the above terms. We appreciate your cooperation and look forward to support your progress in water.