



IB AQUATICS TERMS & CONDITIONS

By registering a participant for any IB Aquatics programme, camp, clinic, workshop, private lesson, competition preparation programme, or event ("Programme"), the parent/guardian acknowledges and agrees to the following Terms & Conditions.

1. HEALTH DECLARATION

The parent/guardian confirms that the participant is physically fit and medically able to participate in swimming, dryland training, and related physical activities.

Any medical condition, allergy, injury, disability, behavioural concern, or medication that may affect participation must be disclosed at the time of registration.

IB Aquatics reserves the right to request medical clearance from a qualified healthcare professional if deemed necessary.

Parents/guardians are responsible for informing IB Aquatics immediately of any changes to the participant's medical condition.

In the event of an accident or medical emergency, the parent/guardian authorises IB Aquatics staff to seek appropriate medical treatment if they cannot be contacted immediately.

2. WAIVER OF LIABILITY

Participation in swimming and physical activity involves inherent risks, including but not limited to injury, illness, permanent disability, and, in rare circumstances, death.

By registering the participant, the parent/guardian voluntarily assumes all risks associated with participation and agrees to release, waive, and discharge IB Aquatics LLP, its directors, employees, coaches, contractors, volunteers, and representatives from any liability, claims, demands, actions, losses, damages, costs, or expenses arising from participation in any Programme, except where such liability cannot be excluded by law.

The parent/guardian further agrees to indemnify and hold harmless IB Aquatics LLP from any claims arising from the participant's actions, conduct, negligence, or failure to follow instructions and safety procedures.

IB AQUATICS • BUILT FOR SWIMMERS WHO WANT MORE.



3. REGISTRATION & PAYMENT

Registration is confirmed only upon receipt of full payment.

Places are allocated on a first-come, first-served basis and cannot be guaranteed until payment has been received.

IB Aquatics reserves the right to refuse or cancel any registration at its discretion.

All fees are quoted in Singapore Dollars (SGD).

4. REFUND, CANCELLATION & CREDIT POLICY

Camps, Clinics & Workshops

More than 14 days before commencement:

- Full refund less a 5% administrative fee.

Within 14 days before commencement:

- Refund subject to a cancellation fee equal to 25% of the programme fee.

After commencement:

- No refunds will be issued.

Term Programmes

Once a term has commenced, no refunds will be issued for withdrawal, absence, holidays, travel, or personal scheduling conflicts.



Medical Exceptions

If a participant is unable to attend due to illness or injury supported by a valid Medical Certificate, IB Aquatics may, at its sole discretion, issue a prorated credit note for future programmes.

Credit notes:

- Are non-transferable.
- Must be used within 12 months from the date of issue.

Relocation Exception

If a participant permanently relocates from Singapore before programme commencement and supporting documentation is provided, a full refund may be considered.

5. MISSED SESSIONS & MAKE-UP CLASSES

No make-up sessions, refunds, or credits will be provided for missed sessions due to:

- Holidays or travel.
- School activities.
- Personal commitments.
- Competitions not organised by IB Aquatics.
- Late arrivals or early departures.

Make-up sessions may be considered only in exceptional circumstances and remain subject to availability and management approval.

Sessions cancelled, modified or disrupted due to haze are governed by Section 8 (Haze Policy).



6. PROGRAMME CHANGES & CANCELLATIONS

IB Aquatics reserves the right to:

- Change training schedules.
- Change coaches.
- Change venues.
- Modify programme structures.
- Combine or split training groups.

IB Aquatics may cancel a programme due to insufficient enrolment, facility closure, force majeure, government regulations, or circumstances beyond its reasonable control.

Where IB Aquatics cancels an entire programme, a full refund or credit will be offered, except for cancellations or disruptions caused by haze, which are governed by Section 8 (Haze Policy).

7. WEATHER & FACILITY CLOSURES

Training may be modified, shortened, suspended, relocated, or cancelled due to:

- Lightning alerts.
- Unsafe weather conditions.
- Pool closures.
- Facility maintenance.
- Government directives.

No refunds will be provided for circumstances beyond IB Aquatics' control, subject to applicable law.

Haze-related cancellations, modifications and disruptions are specifically governed by Section 8 (Haze Policy).



8. HAZE POLICY

IB Aquatics monitors haze conditions in Singapore to help protect the health and well-being of participants and coaches. As haze conditions can change throughout the day, training arrangements may be adjusted where necessary.

IB Aquatics uses the official National Environment Agency (NEA) **1-hour PM2.5 readings for the Central region** as a guide when making decisions about training.

The following guidelines apply:

- **0–55 $\mu\text{g}/\text{m}^3$ – Normal:** Training proceeds as scheduled.
- **Above 55–150 $\mu\text{g}/\text{m}^3$ – Elevated:** Training may be modified, including reduced intensity and a greater focus on technical skills such as starts, turns and transitions, to minimise physical exertion.
- **Above 150 $\mu\text{g}/\text{m}^3$ – High:** Outdoor swimming sessions will be cancelled or moved indoors where suitable facilities are available.

IB Aquatics reserves the right to modify, relocate, suspend or cancel training activities based on haze conditions, official advisories, available facilities and safety considerations.

Camps and Alternative Activities

For camps and programmes involving alternative indoor activities, the programme may be adjusted from the originally advertised schedule to allow activities to continue where suitable facilities and arrangements are available.

The availability of alternative activities will depend on suitable facilities, operational arrangements and safety considerations. IB Aquatics cannot guarantee that all originally advertised activities will be delivered during periods of elevated haze.

Communication

IB Aquatics will communicate significant programme changes or cancellations to parents/guardians by email or other designated communication channels.

Parents/guardians are responsible for checking these communications for updates, particularly during periods of elevated haze.



Refunds, Credits and Make-Up Sessions

No refunds, credits or make-up sessions will be provided for any sessions or programme activities cancelled, modified or disrupted due to haze.

This applies to regular training sessions, camps, clinics, workshops and other IB Aquatics programmes, including where alternative indoor activities are unavailable or the programme cannot proceed as originally advertised.

The safety and well-being of participants and coaches remain the priority in all decisions relating to haze conditions.

9. PHOTOGRAPHY & MEDIA CONSENT

The parent/guardian grants permission for photographs and videos of the participant to be taken during IB Aquatics activities.

Images and videos may be used for:

- Programme communication.
- Team updates.
- Social media platforms.
- Marketing and promotional materials.
- Website content.
- School and partner communications.

No compensation shall be payable for the use of such materials.

Parents wishing to opt out must notify IB Aquatics in writing before the Programme begins.



10. PERSONAL DATA PROTECTION

IB Aquatics collects and processes personal information for:

- Registration and administration.
- Communication.
- Safety and emergency management.
- Competition entries.
- Programme operations.

Personal information will be managed in accordance with Singapore's Personal Data Protection Act (PDPA).

Requests relating to personal data may be submitted to:

coach@ibaquatics.com

11. CODE OF CONDUCT

Participants and parents are expected to:

- Follow all safety instructions.
- Treat coaches, staff, officials, and other participants with respect.
- Demonstrate appropriate behaviour at all times.

IB Aquatics reserves the right to suspend or remove any participant whose conduct is unsafe, disruptive, abusive, or detrimental to the programme environment.

No refund will be provided in such circumstances, subject to applicable law.

12. ACCEPTANCE OF TERMS

By submitting a registration, the parent/guardian confirms that they have read, understood, and agreed to these Terms & Conditions on behalf of themselves and the participant.



SINGAPORE | +65 9421 5300 | coach@ibaquatics.com | ibaquatics.sg

IB AQUATICS • BUILT FOR SWIMMERS WHO WANT MORE.

IBAQUATICS PTE. LTD. | UEN 202637785W | PRIVATE COMPANY LIMITED | REGISTERED OFFICE: 3 COLEMAN STREET, #03-24, WYNDHAM
SINGAPORE, PENINSULA SHOPPING COMPLEX, SINGAPORE 179804