



# MARSDEN SWIM SCHOOL

## Registration Form & Terms and Conditions

Please fill in the registration form at the end of this text, after reading the information about our instructors, classes and facilities. If you have any questions, please call 6473 8353 (Holland Road) or 9665 0328 (Turf City) and speak to our office staff. Also, Jane Marsden is contactable on her mobile, 9621 9965.

### **Instructors**

We have three full-time instructors – Pam Gilfeather, Sam Jackson and Wendy Liam – and several part-time ones (including Jane Marsden, Jason Marsden, Gillian Couzens and Priscilla Van Schoor) who teach at the Australian International School of Singapore, Holland Road and Turf City. In addition, Marsden Swim Squad's hour-long squad sessions and 45-minute mini-squads are coached by New Zealander Louise Tang, Jason, Pam, Gillian, Sam and Alvin Ong at Queenstown and AISS pools. Louise also coaches our adult squad.

All our instructors are certified by AUSTSWIM, the leading Australian body that provides comprehensive swimming teacher education. They are qualified to teach infant and adult water familiarisation, water safety, learn-to-swim, stroke development and competitive stroke classes. Most are also qualified to teach people with special needs. Most of our instructors are university-educated.

Jane and Jason Marsden are also ASCTA (Australian Swimming Coaches and Teachers Association) and NCAP (National Coaches Accreditation Program of Singapore) members, PADI scuba-diving instructors and Emergency First Response (first aid) instructors with a combined 25 years of teaching experience. Jane's grandfather coached Britain's 1948 Olympic swim team, including Bronze medalist Cathy Gibson. Her uncle was the fastest long-distance freestyle swimmer in England for four years. Holding a Master's Degree in Primary School Teaching and currently teaching Year 3 at the Australian International School Singapore, Jason swam competitively for Hong Kong when he was a teenager and did his practical training for his ASCTA Bronze Coaching Licence under the Singapore Olympic Swim Squad's head coach, Australian John Dempsey.

Pam and Louise both swam competitively for Scotland and New Zealand respectively, and are both Masters Swimmers. Alvin is an avid triathlete. Wendy Liam worked for several years with AUSTSWIM clubs and schools in Perth, Western Australia, before joining Marsden Swim School.

### **Office staff**

Apart from Jane Marsden (mobile: 9621 9965), office administration is done by Anne Greetham (Holland Road) and Jayne Price (Turf City). Other administrative staff include Kate Hanam, Charlotte Huybens, Doris Lim and Joyce Chiau. If you wish to check the class schedule, need to call in sick or have questions about payment, speak to them on 6473 8353 (Holland) or 9665 0328 (Turf City) OR LEAVE A MESSAGE ON

THE VOICE MAIL OR SEND AN EMAIL  
([swim@marsdenswimschool.com](mailto:swim@marsdenswimschool.com)).

### **Expectations**

Safety is the highest priority in any aquatic activity. No swimming class can 'drown-proof' a child or non-swimming adult, but it can increase their ability to assess and avoid potential aquatic dangers (for example through the use of safe entries) and develop a realistic understanding of their swimming ability. The three initial skills beginners must acquire are water familiarisation (which can take several months), buoyancy and mobility. Emphasizing strengths in a fun, non-intimidating atmosphere is vital to building self-confidence in the water. Whenever possible, students should also swim at least once or twice outside class times to reinforce skills. **Please talk to us if you have queries or concerns, wish to change times or instructors, or have suggestions!**

### **Assessment**

Certificates of proficiency, based on levels recognized by AUSTSWIM, are presented twice a year to students in our half-hour classes. Mini-squad and squad swimmers receive certificates of achievement after time trials and distance days.

### **Class size**

There are a maximum of six students per group class, with an average of three to four, depending on student age and ability. Individual classes can also be arranged (especially during the holidays when our schedule is less busy) if a student requires extra tuition or special help.

### **Parent/caretaker participation**

If your child is unable to swim independently, regardless of his/her age, you will need to be in the water with them during group classes. Please bring your swimming costume! If you do not wish to get in the water with your child, you may wish to book individual lessons so they can be supported by the instructor.

### **Facilities**

At Holland Road, we have a private, heated tuition pool in a garden setting. If you arrive early or have children in back-to-back classes, a swing set is in the garden (to be used at your own risk). Under the awning you'll find a sitting area, a notice board, registration forms, the class register, a lost property box and the payment box. **Please check the notice board for news!** At the back of the Holland Road premises are a toilet, change area and a hot-water shower. At Turf City, there is a covered playground just next to our covered pool. Within our premises are hot showers; the toilets are a short walk inside the shopping complex. Our venue at the Australian International School of Singapore has hot showers, toilets and change facilities, plus an adjacent covered playground. Queenstown Swimming Complex has showers and toilets.

### **Hygiene**

In compliance with National Environment Authority regulations, the quality of our pool water is regularly checked and one of our primary concerns. To help us keep our water hygienic, all children under three must wear disposable or permanent swimming diapers/nappies (such as Huggies 'Little Swimmers', which can be bought at Cold Storage and NTUC supermarkets). If you cannot find them, we can sell you diapers for S\$2 each. Adults and older children are also encouraged to wear swimming caps and/or tie their hair back to stop excessive hair in the pool which taxes the filtration system.

### **Aids**

Flotation aids (kickboards, backpacks and noodles) help beginners practise skills with less fatigue and also help timid students maintain a buoyant position. Kickboards are invaluable in teaching stroke correction. However, some children dislike aids so wherever possible their natural swimming style is encouraged. Dependency on aids is also avoided by alternating between aided and non-aided swimming within the class.

### **Lightning/Rain Policy**

If your class is definitely cancelled due to lightning or torrential rain, your instructor will phone you ideally at least half an hour before the class starts. Otherwise, if you have not heard anything from your instructor, please show. You will not be granted a make-up if you choose not to come and the class goes ahead without you.

A make-up will be offered for up to two classes per term cancelled due to lightning/heavy rain (please see our make-up policy, below).

If, during the class, lightning strikes, the instructor will ask everyone to immediately vacate the pool. If the class can recommence after 15 minutes of no lightning, the instructor may choose to combine classes or start subsequent classes slightly later to accommodate all students as fairly as possible. If the class has to be cancelled because the lightning does not stop, a make-up will be offered except when 15 minutes or more of the class has already been conducted before the lightning struck.

### **Parking**

At Holland Road, four cars can fit in the driveway in the painted white carpark rectangles. Other cars can park in the slip road parallel to Holland Road. At Turf City, there is unlimited parking (try Carpark E). Parking is allowed in the Australian School carpark next to the pool after 4pm on weekdays and all day on Sunday. Queenstown Swimming Complex features coupon parking.

### **Charges per half-hour class**

Group class:

- S\$25 per child student (maximum of six per class)
- S\$25 per domestic helper student (maximum of five per class)
- S\$30 per adult student (maximum of four per class)

Semi-private group class:

- S\$35 per child student (two in a class)

Individual class:

- S\$45 per child student
- S\$50 per adult student

### **Charges per 45-minute mini-squad or hour-long squad session**

Mini-squad and squad children pay \$30 per week for one or two sessions (frequency of attendance is up to you but we recommend training twice a week for maximum benefits).

### **Payment**

There is a one-off registration fee of S\$25 per family which is due the first week of class. We have a quarterly invoicing system (i.e. January to March, April to June, July to September, October to December). If you join part-way through the a term, you will only be invoiced for the remaining classes. Please return the payment slip with your cheque and **PLEASE MAKE CHEQUES PAYABLE TO C LICENCE PTE**

**LTD** (NOT MARSDEN SWIM SCHOOL). We also accept cash and credit card payments (Visa and Mastercard). If you wish to make a bank transfer, please email us to advise the date you have done this so we can check our bank statement. Our Standard Chartered Bank account details are:

Name: C Licence Pte Ltd  
Account No: 24-0-000528-6  
Bank Code: 7144024  
Swift Code: SCBLSGSG  
Address: Holland Village Branch, 261 Holland Avenue, Singapore 278986

### **Make-up Classes**

A maximum of two make-up classes per child per term is offered for 30-minute classes at no extra charge if you give us advance notice that your child will be absent or if we need to cancel a class due to weather. (In addition, if you know you will be away for part of the next term, please let us know in writing before the term begins and we will not invoice you for up to two classes which you will miss.) **No make-up can be carried over into the following term except in exceptional circumstances.** Three alternative classes (at various times and venues) will be suggested for each make-up but Marsden Swim School cannot be held responsible if they don't fit into your schedule or location preference. If it turns out you can only make one venue at one particular time and there is no available spot at your requested time and venue, you will unfortunately miss out on your make-up. If you must miss a class, please ring us before the class whenever possible so we can give another child a make-up class in your child's absence. **IF YOU DO NOT RING US, YOU WILL FORFEIT YOUR CLASS FEE AND NOT BE ELIGIBLE FOR A MAKE-UP.**

### **If You Miss Your Make-up Class**

If you do not show for your make-up class, that missed make-up class will be considered one of your two make-ups for that term. We do not offer make-ups for missed make-up classes.

### **Absence Without Informing Us**

If you are absent from class for two weeks in a row, without informing us in advance, and you have not paid for the term, we reserve the right to assume that you are no longer interested in attending and may fill your space with someone else. Because the instructor will turn up even if you don't, you will also be liable to pay for missed classes when you do not let us know in advance. **WHENEVER POSSIBLE, PLEASE RING US (6473 8353 for Holland Road, Queenstown or Australian School, 9665 0328 for Turf City) AND LEAVE A MESSAGE IF YOU CAN'T ATTEND A SESSION.**

### **Withdrawal Policy**

If you do not wish to resume classes the following term, please inform us in writing at least four weeks before the start of that term.

**Otherwise, we will assume that you will be continuing your regular class and will invoice you accordingly.** If you wish to withdraw your child during a term, please give us four weeks' notice in writing. Payment for the classes you have done PLUS four classes will be expected if you withdraw your child during a term without giving us four weeks' notice in writing.

### **If Your Child Is Sick For More Than Two Sessions**

If your child has a medical condition (e.g. severe infection or broken limb) which will prevent them from completing more than two weeks of the term, please provide us with a medical certificate stating this (before

he/she starts missing those classes!), and we will credit the fees you have paid for these classes towards the following term. If your child is only going to be absent from two classes because of illness, they can be taken as your normal two make-ups per term.

### **Holidays**

CLASSES WILL NOT BE HELD ON SINGAPORE PUBLIC HOLIDAYS UNLESS OTHERWISE SPECIFIED. Term dates and our swim school holidays are on the home page of our website ([www.marsdenswimschool.com](http://www.marsdenswimschool.com)). If you know you will be away for some part of the next term (e.g. summer holidays), we will deduct two weeks of your holiday from your next invoice if you let us know in writing before the next term begins. If you do not let us know in writing, we will invoice you for the whole term.

### **Behaviour Management Plan**

#### **The Rules**

1. Follow the teacher's directions.
2. Listen when the teacher is talking.
3. Keep your hands and feet to yourself.
4. Walk around the pool area.
5. Use respectful language with your fellow swimmers and coaches.
6. At Holland Road and Turf City pool, stay on the platform when you are not swimming.

#### **Consequences**

1. In the event of disruptive behaviour, the teacher will first state the consequence as a choice e.g. "You have a choice, please follow my instructions or leave the pool for five minutes."
2. If student chooses to leave the pool for five minutes, and then gets in and disrupts the class again, the next time-out will be 10 minutes.
3. The third time-out will be removal from the pool for the duration of the session.
4. With dangerous or violent behaviours, immediate removal from the pool and possibly from the swimming venue will be requested.

### **CPR/First Aid courses**

If you, your domestic helper or child is interested in receiving up-to-date first-aid training, please ask us about the different courses available. We offer an internationally recognized CPR/First Aid course specifically focused on infants and children or we can tailor a course to meet your specific needs. Please contact Anne Greetham on 9227 7747 or [Anne@FirstAidTuition.com](mailto:Anne@FirstAidTuition.com)

### **Swim Gear**

Children's and adults' goggles, swim flippers, noodles, kickboards, pull buoys, dive sticks, ear bands, sunscreen, iMarsden Swim School/Squad t-shirts and other swim gear are available in our shops at Holland Road and Turf City. Squad kits (mesh bag, pull-kick buoy, training fins and swim cap) are available at Holland Road. Please consult the merchandise folders at our shops and on our website "Our Shop").

### **PADI Scuba-Diving Courses and Dive Gear**

If you wish to become a certified PADI Open Water Diver (and are 10 years or older), please call Jane Marsden on 9621 9965 or email her at [jane@c-licence.com](mailto:jane@c-licence.com). Children's and adults' wetsuits, fins, masks, snorkels and other dive gear are available in our shop or can be ordered through our wholesalers at competitive prices.

### **For Our Female Swimmers/Mothers**

Recently several clients have chosen to miss one class a month because of their period/menses. Unless you are ill from your period, you will be expected to forfeit your class fee if you choose not to enter the water for your or your (accompanied) child's class. Spare tampons are available at Holland Road and Turf City ; just ask the admin staff.

**Feedback**

As a family-run business, we pride ourselves for our individual-focused service. We respect and welcome your continuing feedback to help us improve. Please email feedback to [marsdenswim@pacific.net.sg](mailto:marsdenswim@pacific.net.sg).

**Registration Form**

All students (or their guardians) must fill in a registration form and sign their agreement of these terms and conditions before joining a class. If you wish to enroll you or your child, please complete the form below and mail or drop it into Marsden Swim School, 113 Holland Road, Singapore 278556.

**MARSDEN SWIM SCHOOL/SQUAD: REGISTRATION FORM**

**STUDENT'S NAME:** .....

**PARENT'S NAME:** .....

**ADDRESS:** .....

.....

**HOME TEL:** .....

**WORK TEL:** .....

**HANDPHONE NO:**.....

**EMAIL:** .....

**DATE OF BIRTH:** .....

**PAST SWIMMING EXPERIENCE:** .....

**DOES PARENT/CARETAKER SWIM?**.....

**MEDICAL CONDITIONS/DISORDERS:** .....

**PREFERRED DOCTOR/HOSPITAL NAME & EMERGENCY CONTACT NO :**

.....

**OTHER COMMENTS:** .....

.....

**PREFERRED START DATE & TIME:** .....

**HOW DID YOU FIND OUT ABOUT US?:** .....

**MARSDEN SWIM SCHOOL INCLUDING ITS SERVANTS AND AGENTS ARE NOT RESPONSIBLE OR LIABLE FOR ANY DAMAGE**

**OR LOSS SUFFERED BY OR CAUSED TO THE STUDENT OR STUDENT'S CARETAKER/FAMILY OR PROPERTY FOR ANY REASON WHATSOEVER AND HOWSOEVER OCCURRING ON THE PREMISES OF 113 HOLLAND ROAD, SINGAPORE 278556 OR AT ANY OTHER PREMISES WHERE MARSDEN SWIM SCHOOL IS CONDUCTING SWIM/SQUAD SESSIONS. THE UNDERSIGNED HEREBY UNDERTAKES TO INDEMNIFY MARSDEN SWIM SCHOOL AND/OR ITS AGENTS/SERVANTS AGAINST ALL CLAIMS ARISING OUT OF DAMAGE OR LOSS SUFFERED BY OR CAUSED TO THE STUDENT OR THE STUDENT'S CARETAKER/FAMILY OR PROPERTY.**

**I HAVE READ MARSDEN SWIM SCHOOL'S TERMS AND CONDITIONS AND AGREE TO THEM.**

**SIGNATURE: ..... DATE: .....**