



**Welcome to X Lab! We thank you for your support.**

**By enrolling yourself or your child in our classes,  
you hereby agree to the below terms & conditions.**

**Please read them carefully.**

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## **FEES & PAYMENT**

- Fees are to be paid monthly in full before commencement of the first training session. Swimmers who choose to pay for a full term (per 3 months) will be entitled to a 10% discount off the total fee. GST applies to all swim fees.
- There will be strictly no refunds for any prepaid fees once payment has been made, regardless of attendance, withdrawal, or change in schedule. Fees will not be pro-rated for missed classes and/or partial attendance.
- Session placements are not guaranteed until payment is received in full. As our sessions usually fill up quickly, and waiting lists are common, please make payment for your training sessions sufficiently in advance.
- Fees are per calendar month, and apply only to the training and usage of the facility during the training.
- Fees cannot be prorated and must be paid for the full month, regardless of intended or actual attendance, with the sole exception of swimmers newly joining in the middle of the month, who shall be eligible for prorated fees based on the remaining calendar days in the month. Swimmers who join after the 15th of any month will be billed the pro-rated fee, together with the following month's fee in a single invoice.
- Any external costs for usage of the facility outside of training times, or for participating in additional events such as competitions, are to be borne by the swimmer separately.
- There will be no squad training on competition days, unless notified otherwise.
- All fees paid are non-refundable and non-transferable. Prices quoted are subject to applicable GST. At the moment, payment can be made via PayNow or Bank Transfer. *Please note that in time to come, all payments may be required to be made via Stripe, an online payment gateway. This includes payments for programme fees, private coaching sessions, camps, merchandise, and any other related services provided by Sports Schooling and its entities. This move is part of our effort to ensure a secure, efficient, and user-friendly payment experience for all customers. Detailed instructions and implementation timelines will be communicated in advance to help ease the transition.*
- All fees are to be paid by the 1st of the following month, or on the date stipulated on the invoice, whichever is earlier.
- X Lab reserves the right to charge a \$20 per month late payment penalty for any invoice overdue by 30 days or longer.
- Swimmers with invoices overdue for 15 days or longer will be suspended from training and all club activities until payment is made.



### PRIVATE LESSONS

- Swimmers booking private lessons with X Lab coaches will be invoiced by X Lab and should make payment to X Lab directly. Private lesson rates are available upon request, and shall be deemed accepted by any swimmer participating in the lesson.

Head Coach	Coach	
\$170/hr/ session	\$120/hr/ session	Max 3 per class, subject to coach's availability, min 3 lessons

*\*Fee stated as of April 2025, before GST.*

### EVENT AND MEMBERSHIP FEES

- Please note that payment for all swim meets must be made at the time of registration. X Lab will not be prepaying or covering the costs on behalf of swimmers. It is the responsibility of the parent/guardian to ensure that payment is made promptly upon registration to secure the swimmer's participation in the event. Failure to complete payment may result in the swimmer not being entered into the meet.
- By participating in an event, the swimmer agrees to pay all fees related to his/her participation in the event, including event fees, entry fees and any penalty fees for missed time standards or no-show.
- X Lab reserves the right to require swimmers to swim in specific meets and/or events, if deemed beneficial for the swimmer.

### EQUIPMENT AND/OR GEAR PURCHASES

From time to time, X Lab may purchase equipment and/or gear on swimmers' behalf. Any equipment purchases will be billed back to the swimmer, following which the equipment shall be considered the property of the swimmer.

- X Lab may also offer equipment and/or gear (e.g. swim cap with club logo) for optional purchase by swimmers on a retail basis. Prices for such retail items are available upon request, and are deemed to be accepted by any swimmer receiving the item.



### COMPETITIVE SWIM STARTER KIT

Competitive Kit Requirement: All students who sign up for the X Lab Competitive Squad are required to purchase the full competition kit.

- The competitive squad starter kit comprises two t-shirts, two swim caps, one jacket, one bag and one swimsuit.
- **Deadline for Purchase:** The kit must be purchased within the first three (3) months of signing up or before their first competitive meet with X Lab, whichever comes first.
- **Compliance:** Failure to comply with this requirement may result in ineligibility to participate in competitions representing X Lab.
- **Non-Refundable:** The competition kit purchase is non-refundable and non-transferable.
- Items within the starter kit are replaceable and chargeable in the event of loss or damage. Swimmers/parents will be responsible for covering the cost of any replacement items. To avoid additional charges, we encourage careful handling of all kit items.
- Contents and pricing of the starter kit may vary according to stock availability, but prevailing details shall be made known to the swimmers at the point of joining.

	Price (before GST)
Comp kit	\$240
Swim Cap (replacement)	\$15
Jacket (replacement, without embroidery)	\$50
Bag (replacement, without embroidery)	\$110
Shirt (replacement)	\$20

*\*Prices stated as of April 2025, before GST.*



## **SQUAD PROGRESSION**

- **Progression Criteria**
  - Swimmers' squad progression will be assessed based on the following key factors:
    - **Attitude:** Demonstrating commitment, discipline, and a positive approach to training.
    - **Attendance:** Maintaining consistent attendance in training sessions.
    - **Progress:** Showing improvement in technical skills, endurance, and overall swimming ability.
    - **Swim Timings:** Meeting or exceeding the required performance benchmarks for the next squad level.
- **Squad Progression Periods**
  - Squad progression evaluations will take place twice a year, in April and December.
- Swimmers who meet the necessary criteria will be moved to the next squad level during these periods.
- **Coach's Discretion**
  - The decision for squad progression is at the sole discretion of the head coach and coaches at X Lab, based on their professional assessment of the swimmer's readiness.
  - Progression is not solely based on age or duration in the current squad, but on a holistic evaluation of the swimmer's development.
- **Review & Communication**
  - Coaches will periodically review squad placements and provide feedback to swimmers and parents when necessary.
  - Any changes in squad placement will be communicated directly by the coaching team.
- **Non-Negotiable**
  - Squad progression decisions are final and made in the best interest of the swimmer's development and team dynamics.



## **CANCELLATION OF TRAINING DUE TO INCLEMENT WEATHER**

Training may be cancelled or shortened due to Inclement weather, according to the below conditions.

### **Definition of Inclement Weather**

Haze indicated by NEA 24hr PSI and 1hr PM2.5 readings in the North region 1 hour before commencement of training

- 1hr PM2.5 > 100: closure of pool for the complete session
- 24hr PSI >150: closure of pool for the complete session
- 1hr PM2.5 >55 and 24hr PSI >100: closure of pool for upcoming session
- 1hr PM2.5 <56 and 24hr PSI >100: training continues with adjusted intensity

X Lab reserves the final decision to cancel classes.

In-pool swim training may be temporarily suspended in cases of lightning or heavy rain. In such circumstances, land training will be conducted. Heavy rain or lightning is therefore not considered Inclement Weather.

### **Class Cancellation**

Training will be cancelled if inclement weather persists 15 minutes before stipulated class commencement time. For example, training scheduled at 1600 will be cancelled if inclement weather persists at 1545.

### **Inclement Weather within 15 minutes of starting class**

Swim classes will be cancelled should there be 15 minutes of consistent inclement weather from the stipulated class commencement time and substitute land training is unable to be conducted.

### **Students/Parents to Note**

Announcement of class cancellation due to Wet/Inclement Weather will be made via WhatsApp to your registered mobile number no earlier than 15 minutes before the scheduled class start time.

As weather can change quickly and unpredictably, any decision to cancel class due to Inclement Weather will only be made 15 mins prior to class start.

We appreciate your understanding that we are unable to cancel classes at the personal preference of parents/swimmers.

We may initiate, at the discretion of X Lab management, to cancel the class in advance if we so deem necessary.



### **PUBLIC HOLIDAYS**

Training sessions do not run on public holidays. Please refer to the schedule. There will be no refunds, discounts or proration of fees for training not conducted on public holidays.

### **TRAINING AFFECTED BY SAFE MANAGEMENT MEASURES**

Training is subject to prevailing government-mandated Safe Management Measures, as set forth by Sport SG and Singapore Aquatics. In the event that prevailing Safe Management Measures affect the conduct of training, we will endeavour to conduct training of similar value within the permit of the Measures.

### **ADJUSTMENTS TO FEES**

There will be no refunds, discounts or prorating for training not attended due to swimmer voluntary absence or illness, for classes not conducted on public holidays, or for classes cancelled due to Inclement Weather.

In the event of training affected by government-mandated Safe Management Measures, fees may be adjusted according to the nature of the replacement training, if any. Such fee changes will be communicated to you prior to the changes in training.

### **CHANGE OF COACH & SQUAD**

- X Lab may, as we deem necessary, change the coach for the swimmer, for reasons including and not limited to movement of swimmer to a different squad and/or coach on leave/MC.
- A swimmer's squad assignment shall be at the sole discretion of X Lab, based on factors including, but not limited to, swim performance, training commitment and compatibility.



### **AROUND THE POOL**

Parents/ guardians are requested to refrain from actively participating in the training, to enable the swimmers and coaches to concentrate on the lesson. Our customer service team would be most happy to receive your feedback any time during or after the lesson.

Parents accompanying your child to training are strictly required to comply with any requirements set forth by XCL World Academy, its staff or its security team. Parents are required to carry your X Lab security pass at all times, and present it upon demand to school security, failing which you may be refused entry, or asked to leave the premises immediately.

Parents and swimmers are permitted to access the pool grandstand, the corridor leading to the pool, and the school carpark only. Access to all other areas of the school are strictly prohibited by school regulations. Access to student bathrooms are restricted to swimmers only.

All swimmers, regardless of age, gender or religion, are required to wear proper swimming attire that is made of materials specifically intended for swimming. We reserve the right to ask students who are inappropriately dressed to leave the pool.

Eating during lessons is strictly prohibited. Please refrain from bringing food to the pool deck.

Swimmers are responsible for any personal belongings brought to classes. X Lab is unable to be responsible for loss and/or damage of students' personal belongings.

### **RELEASE OF PHOTOS / VIDEOS**

Photographs or video footage are not allowed to be taken of a child or children whilst the swimming class is in session or at the swimming pools. Parents and relatives/friends wishing to take images of their child/ren during class must obtain consent from Swim Lab/ X Lab and all other parents or guardians whose children are in the same class.

X Lab may take photographs and/or video recordings of our classes and our swimmers and/or parents/guardians for educational, training and promotional purposes. By enrolling yourself/your child in our swim training, you hereby irrevocably grant us and our agents permission to use your image in whole or in part, without payment or any other consideration, and waive any right to inspect or approve the finished product wherein your likeness appears.

Should you wish for you or your child to not be featured in any educational, training and/or promotional materials, please send us an email at [swim@xlab.com.sg](mailto:swim@xlab.com.sg)



### **ASSUMPTION OF RISK**

You/your child will be engaging in swim and other physical training at X Lab. As with all swim programs, there exists the risk of tripping, falling, slipping, drowning, and other risks not known to us, or not reasonably foreseeable risks that could result in serious injury and/or death.

By enrolling yourself/your child in our swim training, you agree to hold X Lab harmless from and against all claims, costs, expenses and liabilities, including attorney fees, for injury to person or property arising in connection with you/your child's participation in activities conducted by us.

Parents concerned about medical costs and other expenses related to potential injury are advised to purchase a personal accident policy for their child.

### **WAIVER OF RIGHTS AND RELEASE OF LIABILITY**

By enrolling yourself/your child in our training, you hereby release, waive and discharge X Lab and our employees and agents from all losses, damages, claims, costs, expenses and liabilities, including attorney fees for injury to person or property arising in connection with your child's participation in swimming activities. However, this waiver and release does not include injury, damage, or loss as a result of the intentional or reckless acts of X Lab.

### **SEVERABILITY**

If any portion of this Agreement is held invalid, it is agreed that the balance shall continue in full legal force and effect.

The above Waiver and Release of Liability is understood, and recognized as a legally binding Agreement on behalf of yourself, your child and guardians of your child to freely giving up substantial rights and assuming all risk of injury, death and property damage.

### **DATA PROTECTION NOTICE**

By enrolling yourself/your child in our swim training, you hereby agree to X Lab's Data Protection Notice, which sets out the basis on which we may collect, use, disclose or otherwise process personal data of our customers in accordance with the Personal Data Protection Act.

Our Data Protection Notice can be read in full at: [www.xlab.com.sg/dataprotection](http://www.xlab.com.sg/dataprotection)

### **OTHERS**

X Lab reserves the right to terminate/suspend your membership and/or swim training without notice should any of the above conditions be deemed to be contravened.

X Lab reserves the right to amend the guidelines and policy from time to time, without prior notice at its sole discretion.