



TERMS & CONDITIONS- TEMPORARY PACKAGE SUSPENSION

The below Terms and Conditions apply to all Temporary Package Suspensions:

ELIGIBILITY

Students with a valid **10-class package** are eligible for a temporary package suspension. There is no limit to how many times a package may be suspended.

ADMINISTRATIVE FEE

An administrative fee of S\$50 applies to each Temporary Suspension, regardless of the duration of the Suspension. This administrative fee is non-refundable, and covers both the Package Suspension and Package Resumption.

APPLICATION PROCESS

Students wishing to apply for a temporary package suspension are required to complete the Temporary Package Suspension Form (Found here: <https://bit.ly/2W3CPMn>), and make payment for the administrative fee in order for the Temporary Suspension to come into effect.

The Form, together with the corresponding fee payment, must be submitted a minimum of **10 working days before the requested Suspension Start Date**. Students will be marked absent for any class missed before the Suspension Start Date.

The Temporary Package Suspension Form is required to be separately filled up, and the administrative fee separately paid, for every time a package is suspended.

In the case of a family suspending one or more students, the form and fees are payable per child.

DURATION & CHANGES THERETO

- Packages may be suspended for a maximum of 6 months, following which all balance classes will be forfeited. There is no minimum Suspension Period required for the Temporary Package Suspension
- Students wishing to resume their package earlier than the original Resumption Date may do so by contacting X Lab Pro via email to swim@xlab.com.sg. A minimum of 10 working days' notice is required for any early Resumption
- Students wishing to further extend their suspension beyond the original Resumption Date may likewise contact X Lab Pro via email to swim@xlab.com.sg, provided that the total Suspension Period does not exceed 6 months. There will be no additional fees chargeable for the extension. A minimum of 10 working days' notice is required for any extension
- Students who do not return to class after the Resumption Date will be marked Absent for every class missed, with the class(es) deducted from their Package balance
- Any push backs or general suspension of classes (e.g. due to Safe Management restrictions) that occur during the Suspension Period shall not be added to, or otherwise affect, the Suspension Period

RESUMPTION OF PACKAGE

- By requesting a Temporary Suspension, **you agree that your child will be forfeiting their current class seat.** Upon Resumption, your child may be assigned to a different instructor or a different time slot, depending on then instructor and class availability
- Students may also request to resume their package with a different instructor or at a different time slot. Such requests can only be granted subject to instructor and class availability

OTHERS

- By submitting the Temporary Suspension Form, you hereby indicate your agreement to the Terms & Conditions set forth in this document
- X Lab Pro Pte Ltd reserves the right to amend the guidelines and policy from time to time, without prior notice at its sole discretion.