



FREQUENTLY ASKED QUESTIONS



Q1. How to join Torpedo Swim School?

Answer: Contact us on our hotline- 6681 5778. Let us know your preference in location and allow us to arrange a free 15-20mins free swim assessment for your child so that we can fit him/ her in a suitable class time slot of your choice.

Q2. What do I have to bring along on my first day of lesson?

Answer: Personal gears like, swimsuit, water bottle and towel are essential. We will provide the rest of the training equipment. A swim kit consisting of a Swim mash bag, Swim Noodle, Pull buoy and Swim cap can be purchased with us and must be brought to the lesson every lesson.

Q3. How do I pay the swimming fees?

Answer: Swim fees can be made via the Torpedo's Student Online Portal at: (https://torpedo.dlideas.com.sg/student_login). To register an account, you may do so at www.torpedoswim.com.sg/register. For HomeTeamNS Club houses, you will have to pay at the customer service counter. For more information on fee payments, you may always seek our aquatic managers for help @ our hotline: 6681 5778.

Q4. Are fees paid refundable or transferable?

Answer: Fees paid are non-refundable and/or non-transferable.

Q5. Is there replacement or pro-ration of fees if lesson is cancelled due to inclement weather or air pollution?

Answer: There will be no replacement classes or proration of fees if lesson or training is cancelled due to inclement weather or environmentally caused conditions such as haze or thunderstorm. Replacement classes will be given to swimmers if there is no show of instructor/ coach or if swimmer/s is sick with medical certification produced.

Q6. When will my child be assessed for test?

For beginners and learn to swim program will be every end of the term based on the test schedule (16 weeks). A term schedule will be shared with all parents at the end of every term and will be uploaded at: www.torpedoswim.com.sg/schedule

Q7. What happens if my child missed the stipulated term test date?

Swimmers will be moved to the next level based on his/ her current swimming ability but certificate will not be given in such cases. Swimmers who miss the test can take the next Term test after 16 weeks based on their ability and level. They can opt for 2 certificates for current and the last level if they wish.

Q8. Test Fee?

Test fee will be charged separately.

Q9. How do I know what my child is learning?

The syllabus, skill sets of our swimming program levels and progression chart is available and downloadable online at: www.torpedoswim.com.sg

Q10. Who do I contact to change my lesson time slot, enquires of the program or provide feedbacks?

You may call our Torpedo's hotline @: 6681 5778 and contact our aquatic manager in-charge of the location of your child's swimming class to share your enquiries or request.

**You may also feel free to email us your queries to: admin@torpedoswim.com.sg
(We will reply within 3 working day)**