

Brooke Withers Swim School



February 2016 Newsletter

WELCOME BACK TO BROOKE WITHERS SWIM SCHOOL FOR 2016.

A big welcome back to our existing and new clients for 2016. We hope you are enjoying our new facility and settling in to your classes with new teachers for 2016. We ask for your patience while we assist new swimmers settle in to their classes.

As you are all aware we have made some big changes to our fee structure for 2016. The decision to move to a year-round swim school (rather than 4 x NSW school terms) was due to demand in relation to our new larger facility. So to recap any changes for existing and new clients we now run year-round (excluding January school holidays where we will run our normal holiday programs).

Our lesson fees are calculated over an 11 month year commencing 25th January through to December 18th 2016. During these 11 months you will be Direct Debited each month on the 20th and will continue through school holidays. If you cannot attend during the school holidays please see Reception to take advantage of the 10 make-up lessons offered to you each year to ensure you can make all your classes.

Should your lesson fall on a NSW Public Holiday, you will NOT be charged for that lesson/week in that month's Direct Debt run.

For clients who have yet to transfer over to Direct Debt: Please see BWSS Reception between Monday 22nd February and Sunday 10th April 2016. During this 5-week period you can re-book your spot under our Direct Debt system. Those who have not re-enrolled by Sunday 10th April 2016 will be removed and their places made available to new and waitlisted clients.

REPLY TO OUR CUSTOMER SERVICE FEEDBACK FORMS

Thank you to everyone who completed our customer service forms in December last year. We appreciate the time taken to fill them out – we are always striving to make sure we are offering the best possible service, and all feedback will be taken on board.

MONTHLY DIRECT DEBIT FEES ARE CALCULATED FROM CURRENT PRICES

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|---------------------|--------------------------------|----------|------------------------------------|
| • Learn to Swim | \$85 / month | • Squads | \$66 / month (1x weekly) |
| • Stroke Correction | \$80 / month (1x weekly) | | \$125 / month (2x weekly) |
| | \$125 / month (2x weekly) | | \$150 / month (over 3x weekly) |
| | \$150 / month (over 3x weekly) | • Aqua | \$65 / month (unlimited sessions). |

AMENITIES

Please use our 10-second showers to rinse off and changing cubicles located behind the shower block in the unisex change rooms. For those needing longer showers, please use the ones provided in the male/female change rooms. Open storage boxes are available in the unisex change room, please use these for your clothes and towel whilst you're swimming.

STAFF INFORMATION AND CHANGES

Olivia (our Junior Receptionist who started last October) has been overseas over the Christmas break and will return to work the week of the 8th February, 2016. We are very excited to have her back, as we are constantly growing and have missed her assistance on reception.

We are very happy to have Rod back to work after his car accident injury last year which kept him off work for 6 months. While still undergoing rehabilitation, he is fit for work and also very excited to be back.

SAFETY IN OUR CAR PARK

Please only park in the designated BWSS spots, marked with blue diagonal lines. If all our spots at the entry level are full, more are available in the basement. Please follow the signs to the basement and park there, rather than parking in our neighbours' spots.

Please adhere to the speed limit of 10km when arriving and leaving our facility and be mindful of the many children.

CONDITIONS OF ENTRY

All centre users are entitled to enjoy their activity in a pleasant, healthy and safe environment, therefore the following are NOT PERMITTED:

- NO recording devices throughout the facility without a valid media/photo pass displayed. Temporary passes may be obtained from reception upon signature;
- NO diving, bombing, backflips, running or pushing;
- NO glass or littering;
- NO offensive or dangerous behaviour.

Children under the age of 10 years must be closely supervised by an adult at all times. Users must comply with all reasonable requests made by our staff.

OUR WEBSITE AND FACEBOOK

For class cancellations, information, news and feedback please visit www.BrookeWithersSwimSchool.com.au

We welcome all feedback (forms available on our website) from our customers so we can continue to improve our services to meet our customers' needs or acknowledge the great work our staff are doing.

Please *Like Us* on **Facebook!**

Brooke Withers Swim School



Learn to swim... Love to swim!

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For more information telephone **9999 3446** or email enrolments@BrookeWithersSwimSchool.com.au
www.BrookeWithersSwimSchool.com.au