

Brooke Withers Swim School



February 2017 Newsletter

Learn to swim... Love to swim!

WELCOME BACK TO BROOKE WITHERS SWIM SCHOOL FOR 2017!

The entire Brooke Withers Team would like to extend a warm welcome back to all clients, and to all our new clients in 2017. We hope you are enjoying our facility and are starting to settle in to your new classes, with potentially new teachers. We ask for your patience while new swimmers settle in to their classes. We truly appreciate your support, and look forward to a very exciting 2017.

Regards, *Brooke & the team*

DAYDREAM CAFÉ – NOW OPEN!

As you may now be aware, 'Daydream Café' has OPENED within Brooke Withers Swim School. Operating under the new management of Tom Mackay, providing a large array of food, drink and coffee options. The Brooke Withers Team is extremely excited by this new partnership, and hope you all enjoy the new range. Breakfast, lunch and dinner options are available, with an ever-changing menu. Please drop in and meet Tom and his friendly staff, and enjoy his wonderful menu and exceptional coffee

STAFF CHANGES

2017 has seen several staff changes to the school, both joining our team and leaving.

Unfortunately, after 7 years with Brooke Withers Swim School, Carlos has decided to resign from his coaching role at the school. Carlos has been a much-loved coach at Warriewood, and will be missed by many swimmers and staff alike. It was decided by management that it was best for everybody that the resignation would be effective immediately. We wish Carlos all the best in his future endeavours.

Tien has also left his role as a coach and teacher. Upon completing his university degree, Tien has pursued a full-time role in engineering. Although he had a passion of coaching, he also wanted to pursue engineering. He will still be around from time to time in a casual role, coaching when free.

Junior is currently on annual leave, and will be returning on the 4th of March. We will strive to ensure teacher continuity is kept the same throughout this period.

We would like to welcome some new staff onto our team, including: Jessica, Kim, Camryn, Artur, Breno and Zac.



SWIM SCHOOL APP NOW AVAILABLE!

The Brooke Withers Swim School APP is now available from *Apple Store* and *Google Play*. Please download our FREE APP to help provide you with further information and updates from around the school.

LIABILITY WAIVERS

In the past week you should have received an electronic LIABILITY WAIVER that has our policies, terms and conditions (that are nothing new) in writing. It has gone out to all clients, to help with the legal protection of both BWSS and clients.

To be more efficient as a business the majority of our documents are sent electronically, to avoid the manual hours chasing everybody and excess paperwork. We are working with the software provider to ensure the reminders are not sent out daily, however, we do ask these are returned as quickly as possible. Should you prefer to sign a hard copy, please see Reception, and we will happily provide you with this option.

MAKE-UP CLASSES

A reminder about our make-up classes. We feel our makeup policy of 10 classes per calendar year is generous, compared to other schools and sports. We would like to remind all clients that to utilise your make-up classes you need to have all your fees paid up-to-date and be a current swimmer. You have the option to do these 10 times during an 11-month program. Make-up classes CANNOT be used during HOLIDAY PROGRAMS (as these are separate programs), and will not roll over to the new year.

SWIMDESK PARENT PORTAL

As mentioned in our earlier newsletters, we have now rolled out our parent portal system, known as **SWIMDESK**. We are very excited by this, and hope to provide you with ongoing up-to-date information and feedback on your child's lessons.

Constant assessments of classes will continue to be conducted by individual teachers, however, the SWIMDESK assessments will continue towards the end of February to let all swimmers settle into their classes, and allow the movement that may have occurred with extra swimming over the summer holidays. Should your child be ready to progress to a new level, their teacher will advise the supervisor, who will then notify the office.

We understand one of the biggest issue parents face is the lack of feedback provided on your child's progress. We hope this will help to provide greater insight into your child's lesson and swimming abilities.

DIRECT DEBIT

If you are a new client, or haven't yet switched over to Direct Debit, please ensure you see reception on your next visit to make sure we have all your current details. Forms are readily available at reception for your details. We understand you don't want to be chased each month, as much as we don't want to be chasing you, for outstanding fees.

FEE STRUCTURE

- **Learn to Swim** \$89.00 / month
- **Aqua** \$75.00 / month (unlimited sessions)
- **Squads** 1 x week \$70.00 / month
2 x week \$130 / month
3 or more a week \$155.00

AMENITIES

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

CLASS AVAILABILITY

Due to the increased number of swimmers during summer, many classes and levels are full or unavailable. We ask for your patience, if a class isn't currently available. Should you be ready to move to a new level, but classes aren't currently available, you are still able to swim in the lower level until a class becomes available. Teachers will know the ability of each child, and can teach a similar lesson plan to that of the higher level.

SAFETY IN THE CAR PARK

Please only park in our swim school spots which are marked with a blue diagonal line across them. If all our spots at the entry level are full, please proceed to the BASEMENT as there are more BWSS spots available there (rather than parking in our neighbour's spots). The basement is sign posted.

Please note new signs regarding footwear in the car park. Building management have advised that all swim school clients are to wear suitable footwear in the car park. Bare feet or thongs are not permitted as they can be slippery and may lead to falls. Please stay on the non-slip BLUE pedestrian walkway, to help ensure there are no slips or falls.

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

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:

- Recording devices throughout the facility without a valid media/photo pass displayed. Temporary passes may be obtained from reception upon signature;
- Diving, bombing, backflips, running or pushing;
- Glass or littering;
- 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. Children who are not actively participating in a lesson, are not the responsibility of Brooke Withers Staff. Please ensure all children are supervised at all times

OUR WEBSITE & FACEBOOK

Please visit www.BrookeWithersSwimSchool.com.au for class cancellations, information, news and feedback.

Please *like us* on facebook.

We welcome all feedback (forms attached 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.



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