

Brooke Withers Swim School



May 2016 Newsletter

Welcome back to Brooke Withers Swim School for 2016.

Over the past few weeks there have been some changes made to our reception. We have introduced a new Administration Department where we have diverted the phones and bookings to our upstairs offices. Linzey and Lucy now work the majority of their time upstairs where they will take your calls, organise all booking and class changes, together will general administration work. This will free up our reception girls to manage counter enquires and bookings.

Over the past 6 months BWSS has moved to Direct Debit and by Sunday 17th July all other payment options will no longer be available.

Our lesson fees are calculated over an 11 month year commencing 25th January through to 18th December 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 your 10 make-up lessons available each year to ensure you can make all your classes. Please note we do not freeze classes during the school holidays.

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

This Direct Debit system also applies to all our squad swimmers, both adults and children. When your current upfront payment is due for renewal please see reception to collect a Direct Debit form.

MONTHLY DIRECT DEBIT FEES ARE CALCULATED FROM CURRENT PRICES:

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

SWIMMING CARNIVAL

Our next swimming carnival is booked for Friday 17th June starting at 6.00pm. Reception will have registration form, if you are interested in participating, please pick one up, fill it out and email it to matt@brookewithersswimschool.com.au or leave it at reception at your next swim.

INTRODUCING 10 PASS SQUAD CARDS

For our adult squad members we have introduced a SQUADS 10 PASS card if Direct Debit is not possible. These cards are \$200.00 for 10 squads and are valid for 3 months – *conditions apply*. Call reception on **9999 3446** to advise which class(es) you will attend each week.

INTRODUCING 10 PASS CASUAL SWIM CARDS

For our lunchtime lap swimmers you can now purchase a CASUAL SWIM 10 PASS card from reception. These cards are \$75.00 for 10 swims and are valid for 1 month – *conditions apply*.

STAFF INFORMATION AND CHANGES

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. Although still working on his rehabilitation he is fit for work and very excited to be back.

Renata is back from maternity leave a few days a week, and we welcome her back.

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.

SAFETY IN OUR CAR PARK

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

Please only park in our designated swim school spots, marked with a blue diagonal line across them. More BWSS spots are available in the basement, please utilise these if all BWSS entry level spots are full (rather than parking in our neighbours' spots). The basement is conveniently sign posted.

SWIM SCHOOL CAFÉ

Julie and Michael continue to offer delicious coffee, organic teas, fresh juices, milkshakes and range of homemade cookies and snacks – including gluten-free options – in our wonderful café. Make sure you pop by to grab something yummy or just to say hello.

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.

BWSS WEBSITE AND 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.

Kind Regards,
Brooke Withers, Director



Learn to swim... Love to swim!

Unit 6, 2 Daydream Street, WARRIEWOOD 2102

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