

Brooke Withers Swim School



October 2016 Newsletter

Learn to swim... Love to swim!

A big WELCOME BACK to our existing and new clients. We hope you are enjoying our facility and settling into your classes and new teachers, and ask for your patience while we help any new swimmers settle into their classes.

EXCITING NEWS

BROOKE WITHERS SWIM SCHOOL PARENT PORTAL!

SwimDesk is almost here.....

As mentioned in our earlier newsletters, we are currently in the process of rolling 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.

We understand one of the biggest issues parents face is the lack of feedback provided on their child's lesson. We hope this helps provide a greater insight into their child's lesson and swimming abilities.

We have been working extra hard to get this out as soon as possible. We have now assessed the majority of the morning classes – you will receive an email, with login details, as well as a progression report if your child has been assessed. Please understand that due to non-attendance some students may have been missed previously, but they will be assessed within the month.

We will be trialling the launch with the morning classes for the first 2 weeks before progressing to the afternoon classes.

As there are more classes as well as more skills required for each level, the afternoon classes have required extra work. By the end of October, afternoon classes will receive their information via SwimDesk. Over the next couple of weeks we will have extra staff on pool deck, helping to make this roll-out smooth and efficient.

- *NOTE: Parent and Baby classes – As the parent is given direct contact to the teacher throughout each class, as well as progression based on age as well as skill, these progressions will not yet be included. This is something we will be looking at including in the future.*
- *Squads will also be included at a later date.*

We will continue to do weekly assessments on your child, through teacher and pool deck supervisor, and if a child is ready to progress we will still make changes, possibly before an email through SwimDesk is sent out.

We ask for your patience regarding any SwimDesk enquiries, as this is a new product for us as well, and will be a trial phase for at least a month.

BROOKE WITHERS SWIM SCHOOL APP

Brooke Withers Swim School APP is currently with *Apple Store* and *Google Play* waiting for approval. This will take about 3 weeks, so once it have been finalised we will let everyone know.

NEW UNIFORMS

You will notice during the month of November all staff will be wearing a new BWSS uniform.

NEW CLEANERS

We have engaged a new cleaning company as of the 1st November. We thank *Pharo Cleaning* who have been cleaning since we opened for their hard work and wish them well in the future.

MAKE-UP CLASSES

We feel our make-up policy of 10 classes per year is generous, compared to other schools and sports. We would like to remind all clients that to utilise your make-up class you need to have all your fees paid up to date and be a current swimmer. If you cancel out of the school program you cannot then come back to do any outstanding make-ups. Make-ups are only valid for current clients who have called and cancelled a minimum of 30 minutes before their lesson. You have the option to do this 10 times during an 11-month program.

IMPORTANT DATES TO REMEMBER

Mon 7th November 2016	2017 Holiday Program bookings OPENS
Sun 18th December 2016	BWSS OFFICE closes
Tue 3rd January 2017	BWSS OFFICE re-opens
Wed 4th January 2017	BWSS Holiday Program commences

2017 January Holiday Programs:

Wed 4th January 2017 - Fri 6th January 2017	Week 1 (Price per child: \$64.50)
Mon 9th January 2017 - Fri 13th January 2017	Week 2 (Price per child: \$107.50)
Mon 16th January 2017 - Fri 20th January 2017	Week 3 (Price per child: \$107.50)
Mon 23rd January 2017 - Fri 22nd December 2017	NORMAL swim school program resumes

For January lessons starting on Mon 23rd January 2017, you will be direct debited on a pro rata basis on the 20th January.

DIRECT DEBIT PRICE 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

10 PASS CARDS

For our ADULT squad members we have introduced a 10 PASS CARD if Direct Debit is not possible. These cards are \$200.00 for 10 squads and expires every 3 months regardless if you have used up all your sessions for that card. You will still need to call reception on **9999 3446** and advise which class you will attend each week.

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 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 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.

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.

Kind Regards,
Brooke Withers, Director



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