



## WELCOME TO SOUTHERN SWIM SCHOOL!

Thank you so much to all of our new families for making the opening weeks at Southern Swim School so enjoyable. We are really excited to have you all with us! And we look very forward to seeing all of our new kiddies make big improvements with their swimming over the next few weeks leading into Christmas.

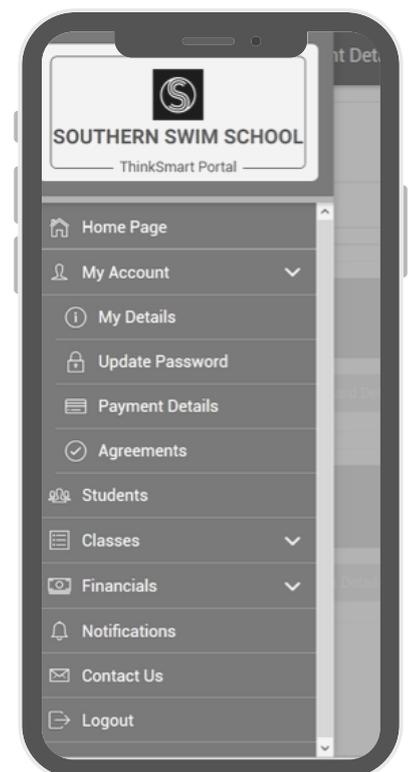
This is the first of our regular newsletters. We believe communication with our families is essential, and we'll be sending updates at least monthly. Keep reading to learn about our Christmas break and our holiday fast track classes, along with helpful information to get you setup at Southern Swim School.

## CUSTOMER PORTAL

Thank you to those of you have signed up for our Customer Portal. The customer portal is really important as it allows you to view classes, your child's swimming progress, and cancel attendances to qualify for make-up classes. If you are super busy and you haven't yet setup your customer portal, we can assist when you are in the Centre.

## DIRECT DEBIT PAYMENTS

As of January 2020, we will ask that all families have added their bank account or credit card details into the customer portal for the monthly direct debit. As our program continues to grow, we want to ensure that our main focus is always on what is happening in the pool. Our direct debit payments will allow us more time to maintain this focus, and we promise that the quality of the program you are receiving will make this worthwhile. Our next direct debit run will take place on Monday January 6, and will be a pro-rata payment for the month of January.



# CHRISTMAS BREAK



We will be closing for 2 weeks over Christmas! Our last lessons for 2019 will be held on Saturday 21 December and we will resume for lessons on Monday 6 January. Aside from this closure, our lessons will run year round. This allows our swimmers to maintain their consistency throughout the year, the key to continual progression. Please be assured that you will not be billed for any lessons for the period we are closed, 22-Dec-2019 to 5-Jan-2020.

Your bookings will continue from month to month, year round, unless you tell us otherwise. If you do wish to withdraw from classes due to holidays or any other reason, we will always ask you to fill out a withdrawal form at the front desk, so that we can process these before the end of each respective month.

## If you are going away?

If you are heading away over Christmas but you do wish to secure your swimming spots, remember you will not be billed for any lessons during the dates 22-Dec-2019 to 5-Jan-2020. As we continue building our program, we will also do our best to allow flexibility with make up lessons to ensure that our loyal foundation customers are looked after. 2020 is going to be a big and awesome year at Southern Swim School, and we really want you all to be part of it.

## CAPS AND GOGGLES

Now that we are settled into our classes, we would like to ask all parents to try their very best to have the kiddies in swimming caps. Swimming caps are good for keeping our pool nice and clean. They are also great for our kids for keeping hair out of their face, and water out of their ears (silicone caps). A good quality pair of goggles is a must for swimming lessons in all classes where children are in the water by themselves. Please see us at reception if you would like us to show you the best pair of goggles for your child's age and face shape.

## HOLIDAY FAST TRACK CLINICS

Our normal classes will recommence on Monday January 6, however if you are after an extra push along for your child or children's swimming we will also run our Holiday intensive blocks.

These are a great way to fast-track a child's swimming skills and abilities as they practise and reinforce the techniques daily. A short burst of intensive learning accelerates motor skill development. Quite often children will progress at least one swimming level in our program with a 2-3 week commitment to swimming during the school holidays.

It's also a wonderful school holidays boredom buster for Mum and Dad!

Our Intensive classes will run during the following dates, in the mornings:

- **Week 1: Monday January 6 to Friday January 10**
- **Week 2: Monday January 13 to Friday January 17**
- **Week 3: Monday January 20 to Friday January 24**

Cost: \$85 for one week (5 lessons).

We will be opening bookings for the holiday classes next week.



## SWIMMING NAPPIES

Our Happy Nappies are now ready for purchasing at our reception desk. These are for all swimmers who are not yet toilet trained.

This will ensure that we maintain the healthiest hygiene standards in the pool, and that we minimise any pool closures.

The nappies are \$30 and are reusable and really comfortable for the kids. Please also place a disposable swimming nappy under the Happy nappy.

Thank you for being understanding with this.

## FEEDBACK WELCOME!

Whilst we are settling into the new Southern Swim program, please feel free to always provide us with any feedback you may have.

We always encourage open lines of communication with our customers, and after many years in the industry, I know that it plays a crucial part in building a very successful all round program.

Thank you again for your support of Southern Swim School, and we look forward to some great times ahead!!

**Leanne Oakley**  
**Head of Swimming**

## GIFT VOUCHERS

Stuck for Christmas ideas? We now have gift vouchers available for purchase. These can be used for our regular classes, private lessons or merchandise. Grandparents might even like to gift their grandkids some swimming lessons!

Just talk to our team at the front desk and we will be happy to help!



**Southern  
Swim School**

Aspire . Strive . Succeed



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