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The summer swimming season is in full swing and the Starfish team is working flat out as we are at our busiest time of the year in February and March. I'd like to welcome all new clients to Starfish and hope that you and your children have a wonderful swimming experience with us. Thank you for your patience over the last few weeks as we have booked over 200 new swimmers to the school which has been fantastic but a little crazy at times. Things should settle down a bit now as we are getting on top of things.

### Welcomes and good-byes

I am sad to say goodbye to Leigh who has been with Starfish for the past two and a half years and I'm sure you will all miss her bubbly voice and contagious laugh on the other end of the line. I wish Leigh all the best in her future endeavours.

Welcome to Emmerenci (Emma) Oelofse who is the new operations and accounts manager. Emma is busy completing her degree in Human Movement Science specializing in Recreation and Sports Management. Emma who is also a swimming teacher (although we're keeping her out of the water) has already shown what a quick learner she is and how efficient she is in the office. I look forward to working together with Emma to take Starfish to new heights.



Also new to our team is Danielle Dharman who will be helping out in a part-time capacity during this very busy time and will be working mostly with our schools and evening classes.

Mary will also be saying good-bye to us from the end of March as she is relocating and I will let you know soon who her replacement will be. Mary has been with Starfish for over 4 years and I'd like to thank her for the wonderful job she has done here with us and wish her all the best in her new home.

I too will be heading back to Mozambique for the winter months from the end of March, however I will be in South Africa every month for a week or so helping out with the business and doing some continued training with the teachers.

### Mozambique instructors

I'd like to welcome Luis, Pedro, Azevedo and Emildo who have come to South Africa from Mozambique to attend the Swimming South Africa Instructor training course. As some of you may know I work with an organization in Mozambique called the Marine Megafauna Foundation and we run a swimming and marine conservation program for local children called Nemos Pequenos (Little Nemos). I have worked with these 4 young men over the past 2 years, both on Bazaruto Island where Azevedo and Emildo are from, and in Praia do Tofo where Luis and Pedro are from. Please check out our Facebook page, Nemos Pequenos or the website



[www.marinemegafauna.org/education](http://www.marinemegafauna.org/education). There is so much exciting stuff happening with the program at the moment and we have just had the first ever team of swimmers represent the Inhambane Province in the Mozambique National Swimming championships in Maputo. These swimmers were trained by Narciso N and Narciso G who came to Starfish in 2012 to complete their training.

There are 2 public holidays coming up in March which fall on a Monday. We are happy to catch up on one of these lessons so please make a plan to come swimming another day either before then or after. I think during the school holidays may be best as things calm down a bit then.

## GENERAL REMINDERS – PLEASE READ

### NOTICE PROCEDURE

A full calendar months written notice is required should you wish to cancel the contract. No verbal or text notices will be accepted. Please mail these notices to [starfishswimschool@hotmail.co.za](mailto:starfishswimschool@hotmail.co.za) by the 7<sup>th</sup> of your last swimming month at the latest. No notices will be accepted after this date. A minimum of 2 week's notice is required when dropping from 2 lessons per week to 1 lesson per week.

### PAYMENTS

Payments are to be made either via debit order or if you prefer to pay via EFT or cash then payments are to be made for 4 months in advance.

The debit order company that we use is currently closing down and so we will be switching to a new company at the end of the month. We apologise for any inconvenience caused. There is a possibility that we will ask for our clients to do manual EFT's for the month but will let you know closer to the time.

Emma will be clamping down on late payments. Please ensure that fees are paid upfront for the month by the 1<sup>st</sup> lesson at the latest. Those who have not paid by the end of the month will be handed to an outside source for collection.

### CATCH-UP CLASSES

Our policy states that we **do not** catch up classes that you miss. Please make an effort to attend classes on the scheduled days and times.

As many of you have experienced, we do try help with catch-up classes where we can. This is only if we have space in another group and only if we are notified in advance in good time so that we can use your place for someone else looking for a catch up spot. Please do not come to me at the end of the month telling me about all the lessons that I owe you.

In the case where your child is going to miss a lot of lessons due to a broken arm or extended time away, we will catch up a maximum of 4 classes.

Please consider catch-up classes that you miss forfeit.

### OUR 'PLAYTIME' POLICY

At Starfish we believe that swimming should be fun and we are possibly the only swimming school I know of that allows 'playtime' outside of a child's lesson time. However, the rules regarding this are non-negotiable:

- Playtime is only allowed under **constant adult supervision** which means that you are present with

your **eyes on the pool** and not on your phone or in a magazine.

- Children dropped off early for lessons may **not** be in the pool without a guardian present.
- Swimmers may play for a **maximum of 10 minutes** in the indoor pool *provided that the pool is not too busy*, and that there is no noise or running around or jumping into the pool.
- The outside pool may be used only if an adult is watching, with **EYES ON THE POOL**.
- Saturday swimmers are requested to play outside only unless the weather is too cold to do so.
- Those playing may not use any of the inflatables.
- Parents, please monitor your children so that we do not have to play pool police all the time.

Even if children are confident in the water, proper adult supervision should never be overlooked.

### FILMING AND PHOTOGRAPHING OF SWIMMERS

The filming of swimmers in the pool is prohibited unless permission is given by the teacher. In this case please ensure that you only film your child and not other children in the pool.

### CAPS AND BAGS

New pupils to the school, who paid the registration fee, please remember to get your caps and bags from us if you haven't already.

### GENERAL

Parents may not be in the pool room while lessons are in progress. If for some reason you are in the pool room please refrain from having conversations with other parents or telephone conversations etc.

Children with long hair or hair treated with oils should please wear swimming caps.

The use of goggles is discouraged unless a child has a medical condition for which he/she needs to use goggles.

Please park diagonally to each other so that we fit more cars in. Our street is going to become boomed off in the near future which will mean better security.

Whilst I understand that once in a while being late is unavoidable, please make an effort to arrive on time for lessons. The warm up activities at the beginning of the lesson are important. Please be at the pool a few minutes before the lessons starts.

We generally use a bulk communication system to send out text messages. Please do not reply to these numbers as we will not get the message. Please see our contact details listed at the top of the page for the relevant phone numbers and email addresses.

**FUN FACT:** Did you know that an hour of vigorous swimming will burn around 650 calories – excellent exercise indeed.