



# WINTER NEWSLETTER 2016



## BABY TIME

Emma's little girl will be arriving at the end of July and Emma will be taking some time off in August and September, however will still be managing the accounts even though she will be sleep deprived. I'd like to ask our clients to please make sure that accounts are paid up to date and in order before then so as to minimise the time she spends on this.

## DEBIT ORDERS

Just a reminder that for anyone who joined Starfish since September 2015, payment of fees is either by debit order or cash/EFT for 4 months in advance.

## REASONS WHY WINTER IS A GREAT SEASON TO KEEP SWIMMING

### IT'S WARMER IN THAN OUT

here's the GREAT news: The water in the pool at Starfish Swim School is always 32-33 degrees! And the surrounding room is also warm and steamy. 2 of the change rooms and the viewing room are fitted with heaters throughout winter

### YOU CAN PREP FOR SUMMER

Winter is the perfect time for swim lessons because it will get your kids prepped and ready for the eagerly-anticipated return of sunshine and warm weather days spent in the pool.

### CONSISTENCY IS KEY

Learning to swim is a skill just like any other that needs practice, practice and more practice. Even if your kids "know" how to swim, lessons at Starfish Swim School will teach so much more and provide those extraordinary results you've come to expect. But for that to happen as efficiently as possible, it's important to stay consistent and attend lessons every week.

### DISCOUNTED SWIMMING FEES

We have a standing special offer where those of you who swim through winter including June, July and August will pay discounted rates from September. This means that from September when our fees usually go up, yours will go down. This discount will be valid for 12 months of continuous swimming. This works out to 2 months of free swimming.

Please remember that if you stop swimming for winter and rejoin in the spring, you will be required to pay a re-enrolment fee.

### CLOSING DATES

As stipulated in the terms of our agreement, **Starfish will be closed for one week from Monday the 4th July until Sunday the 10th July.** These dates coincide with the private school holidays and the 2nd week of the public schools holiday. This week forms part of our annual leave and lessons missed during this time will not be caught up.

### SATURDAY AND SUNDAY SWIMMING

There have been quite a few spaces opening up on a Saturday and so have decided to suspend our Sunday swimming for the winter months and accommodate these swimmers on a Saturday. This will come into effect from June - August. We apologize for any inconvenience caused.



Please remember to let us know if you will not be attending classes. Knowing in advance who is and isn't coming for lessons helps us plan better during this quieter time. Thank you in advance for your co-operation with this.

### AUTOMATED TEXTS

Please note that we send out text reminders for payments or other bulk communications from an online system. Please do not reply to these numbers. See our contact details listed below.

### 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.



Parents may not be in the pool room whilst lessons are in progress. If you have been given permission to watch the lessons from inside the pool room please refrain from holding telephone conversations or chatting to other parents.

### CAPS AND BAGS AND COZZIES

We still have lots of caps and bags available. Please remember to collect your cap and drawstring bag if you paid the registration fee and have not received it yet.

### WOOD-FIRED POOL HEATER

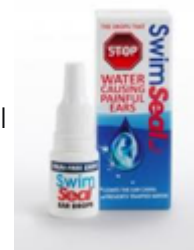
We have just built a wood fired pool heating system to help us keep our water super warm and steamy even on the coldest days and to help with the ridiculous rising costs of electricity. So now you know why the room may smell like we've had a campfire going in there sometimes.

### GATE PASSWORD

The code for the gate is 3474#. To make this easier to remember this spells the word "FISH#". This will be changed periodically and notifications will be sent out before hand,

### EAR PRODUCTS

Ear infections become more common during the winter and I can recommend the following two products to help prevent that from happening. Swim Seal helps to protect the ear while swimming by coating the eardrum with a water proof substance. Use Swimmers Ear cleanser after swimming to remove moisture from the ear. From personal experience I have found that these products really do work!



### VIEWING ROOM DOOR MISTING UP?

**Simply point the heater towards the glass and keep the viewing room door closed. The door will defrost in minutes.**

### TEACHER ARRANGEMENTS

Cathy will be back in Mozambique for the remainder of the year but will come to Johannesburg for a week or two every month to help out with the weekend swimming as we are short staffed at the moment and not keen to employ more teachers just yet as we are heading into our quiet period.

Emma is in charge in Cathy's absence.

Mon - Thurs, 8am- 7pm	Ndumi Danielle
Fridays	Closed for swimming
Saturdays, 8am-1pm	Ndumi Danielle Cathy/Nadia
Sundays, 9am-12pm (until the end of May)	Ndumi/Cathy
Fill in teachers:	Arthur/Nadia

### 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.



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