

Annual Fun Gala 5 December 2015

Communication

We try to minimize communication as much as possible and to keep information short and sweet. However if we do send e-mails and ask for feedback, we would appreciate your response. We find that many people do not read the e-mails and then is uninformed; missing lessons unnecessary; have dates wrong etc.... We send a newsletter **2 or 3 times a year** with interesting information, problems or issues we might experience and general information. We would not want to waste your time with unnecessary information. Please take the time to read....

Keep in mind that we are in the pool most of the day and cannot always answer phone calls. I am not leaving my group in the water to attend to a phone call that in most cases can be dealt with later. Some days we have a lunch break of 30 minutes and in that time try to respond to messages. Our admin time is very limited and it is not always possible to respond immediately. The assistants answer the phones if and when they are not busy changing or supervising kids. We respond better to e-mails, sms or WhatsApp messages. I will get back to you, even though it might not be on the same day.

- Please update your contact details if there are any changes. We never know when we need to get hold of you urgently.
- Absence from swimming: Parents must send us a message (e-mail, sms, WhatsApp) and not pass it via a child or the school. Please note that we are an extra mural activity and most schools do not want to convey messages.
- Payment arrangements: It is your responsibility to contact us if you experience any difficulties or have to make an arrangement. Please do not wait for us to contact you with regards to non- or late payments. This is the not so nice part of running a business. We try to keep our fees as low as possible but cannot if the collection of fees cost so much. When signing up you commit. We do not give half a lesson if only half the fee was paid.
- We are using the following means of communication...
 - School communicator: please download if you have not done that yet. It is not very effective at this stage because only 35% of our parents have registered. We are trying to eliminate all other general e-mails to optimize this system. You can download it on your smart phone or pc.
 - Website: Our website is up and running, although some pages still need more text, updated photo's, mistakes here and there. Again our admin time is very limited and I am trying to work on it in-between.... I would appreciate testimonials and FAQ to add to our website.... Thank you in advance.
 - Facebook page: Please like our Facebook page. I would like to update it more regularly. This page can also be a handy tool to interact with our clients.
 - WhatsApp groups: I'm in the process to create WhatsApp groups for the different schools. Please do not use these groups to chat or post cute pictures. Only important info will be posted there. For example: If a towel got swapped, we will post only on the group that swam on that day or time. It takes too much time to e-mail and people not reading the mails anyway.
 - E-mails: General e-mails will eventually fall away except to communicate with individuals. The school communicator, website and Facebook page should cover all necessary or updated information.



Statements & Payments

We are making use of the AdminOnline system from the month of October. We are currently doing admin late at night or early morning hours, and had to look at alternative time saver options. AdminOnline will send out the accounts on the 25th of every month. Please bear with us if you find any mistakes and bring it under our attention as soon as possible. Hopefully by the second month all will run smoothly. Currently the invoice reflects 1 month only, clients that require an invoice reflecting the whole term or year must let me know and I will send it separately. They will also handle the bad debt and collections.

Please keep to payment dates to help us run our business effectively.

Notice period

We request a calendar months' notice when you cancel your contract. Keep in mind that the month of May and November is not accepted as notice months. Unfortunately if giving notice for October, the children miss out on the fun gala which is their highlight of the year as well as certificates. We've explained our fee structure in many mails before and people mostly give notice for October to avoid paying December fees. **Please keep in mind that you do not pay for December.** You are only paying for the 10 or 20 (depending on number of lessons a week) lessons you receive in the term. We accommodate you by allowing paying it off in **equal payments during the three months** of that term. You are receiving 8 or 16 lessons in Oct/Nov and 2 or 4 in Dec. Total lessons 10 (once a week) or 20 (twice a week). **If notice month is October, lessons will be charged pro-rata.**

Work hours

The staff works from 08h00 - 16h30. After that time parents must please dress their own kids and supervise them. Coaches working hours are from 08h00-17h00 for administrative purposes although we run classes in the water until times below. We do try our best to answer messages during the evenings or when we have a break.

Monday: 08h00 - 18h00

Tuesday: 08h00 - 19h30

Wednesday: 08h00 - 17h00

Thursday: 08h00 - 19h00

Friday: 08h00 - 18h00

Saturday: 07h30 - 11h00

Sundays and Public Holidays: **Closed**

Lesson times

- Arrive at least 5 minutes before lesson commence. Ensure that child is dressed and ready to swim. Open the door to the pool for your child. The children know to wait on the little chairs provided inside pool area until the coach calls them.
- We do not want the younger children to open the door by themselves. The door spring is there to make it difficult for a reason.
- Parents are always welcome to attend any lesson, but we request that you sit in the dry viewing area. We found that many children struggle to focus when a parent is interfering in the lesson and slows down progress.
- We love that you support your child, but please leave the coach to do what they are trained for. We work according to lesson plans with certain end aims in mind. Always keep in mind that children progress at different rates and at their own pace.

Make-up lessons

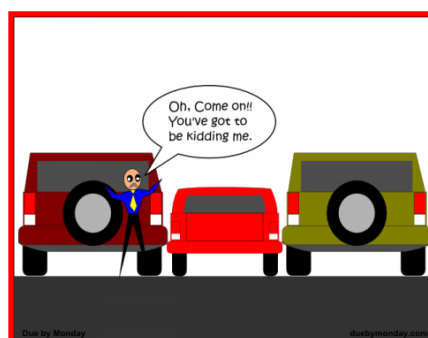
*Please attend lessons regularly. We struggle to find space to accommodate people if lessons were missed. I cannot create new timeslots for make-ups. Keep in mind that **you do receive 3** (if attending once a week) **or 6** (if attending twice a week) lessons **for free a year** to cover lessons that you might miss due to whatever reason depending on when you enrolled. Term 1, 2 and 3 offer 11 weeks instead of the 10 that you are paying for.*

Staff changes

Chanel Burger is no longer coaching for us. We found her dishonest. We had to re-schedule some groups with only 3 coaches available during the week.

Parking

Please take others into consideration when parking. Try and park in such a manner that there is space for others. We do know that the parking is limited and if a group is done and leave there is again space for the next groups.



Terrain

- ✓ Please supervise your children (no breaking of branches, playing with garden ornaments, pebbles, littering, throwing stones etc.) Our assistants are only here till 16h30 and parents are then responsible for their children.
- ✓ PLEASE PLEASE PLEASE!!!!
No smoking on our premises. Sigarette butts are lying in the flower bed and most parents does not like smoking around their children.
- ✓ We try to make it pretty outside for ourselves as well as for our visitors. Many kids wait for long periods of time and can sit and do homework or play in a nice environment.
- ✓ We also teach the children to care for nature (I spend a lot of time teaching the staff to convey certain information). We tell them why trees are important, how to care for animals and plants. Garden ornaments can break etc etc etc.



End of year fun gala

Please pin down the date: **5 December 2015**. More information will follow closer to the time. Children are grouped according to age and ability. It should take up about 2 hours of your day to support your child. The emphasis is on fun where the whole family can come and watch how your child progressed. Even the youngest ones take part. Parents get to see the bigger picture on this day. Entry is free. It is our way of giving back to you for your support during the year. We do sell boerewors rolls, cold drinks and snacks to cover our cost for the day.

Year-end Evaluations

We are doing formal evaluations during week **9 – 21 November 2015**. Please attend **regularly**. It is very difficult for us to run a normal lesson and evaluate someone that missed these specific lessons on different days. We do not thumb suck on our reports. It must be a true reflection of your child's progress.



Calendar – Important dates Term 4

- Term 3 end on Saturday 3 October 2015
- Term 4 starts on Monday 5 October 2015
- Evaluations: 9 – 21 November 2015
- Fun Gala: 5 December 2015
- Certificates and Reports: 5 December 2015
- Closing at end of year: 12 December 2015





Why would you want your child to learn to swim?

1. **Swimming helps kids develop respect for the water.**

It's important for children to understand how dangerous water can be. They need to learn to be careful playing around the edge of the pool.

2. **Swimming is great exercise.**

Swimming is a fun way to get kids moving and active. Who knows, you may be nurturing a future Michael Phelps!

3. **Swimming develops coordination, muscle strength and flexibility.**

Swimming is a full-body resistance workout that builds long, lean muscles. Good incentive for parents to get in on the action.

4. **It helps babies' brain development.**

For babies, the tactile experience of feeling the texture and changing temperature of the water with their hands stimulates developing brains. Being immersed in water expands this sensory experience because the child feels the water touching his or her entire body.

5. **Swimming lessons can be social.**

Kids' swimming lessons are a fantastic way to make new friends. A good swim teacher makes learning to swim a fun group experience.

6. **Learning to swim is a bonding experience.**

Learning to swim involves a great deal of trust. Time in the water builds a remarkable union between the child and their coach simply because the child learns that the adult is there for their safety.

7. **Kids' swimming lessons provide structure.**

Kids do best with a routine, so regular time in the water gives them some much-needed structure.

8. **Swimming builds confidence.**

Like all sports, learning to excel at swimming is a great for kids' self-esteem.

9. **Water is relaxing.**

When children feel safe and confident in the water, it can be enormously relaxing.

10. **Swimming builds discipline.**

Like any sport or exercise, incorporating swimming into a child's life builds passion and a love of physical fitness as well as the discipline to practice and perfect it.

11. **Healthy competition.**

Learning to swim and participating in water sports can spark a healthy spirit of competition that will serve your child well for future endeavours.



Here is a few interesting swimming facts.....

- Swimming started in the 1st century.
- Swimming has been a part of the Olympics since 1896.
- Some people think swimming started when a person fell into the water and panicking, he started to swim in a way we call today dog paddle.
- Peanuts are a source of energy for swimmers.
- Drags slow you down in swimming because they are not skin tight.
- The shorter your hair is the more chance you have for swimming faster because there is less friction.
- Swimming can be done for competition and it is helpful in survival.
- An hour of vigorous swimming will burn up to 650 calories. It burns off more calories than walking or biking.
- Swimming strengthens the heart and lungs
- Swimming works out all of the body's major muscles
- Swimming help reduce stress
- Water's buoyancy make swimming the ideal exercise for physical therapy and rehabilitation or for anyone seeking a low-impact exercise.
- Swimming is a great cardiovascular exercise because you are moving against the water's resistance, which is over ten times that of the air.
- You can swim for exercise no matter what your age. Some people teach their infants and toddlers how to swim so that they will learn to love and respect the water at a very early age. I also know people well into their eighties who swim regularly to stay in shape.
- An estimated 65 thousand people in the United States alone do not know how to swim. Many of them learned as young children but never go to a pool, lake, river, or ocean anymore and have forgotten how to swim over the years. Others were never taught and continue to avoid the activity altogether. It was once thought that knowing how to swim was important for safety reasons, but now it is pretty much left up to the individual.
- Swimming in extremely cold water can be very dangerous. People with heart conditions or other ailments, as well as elderly people, should avoid swimming in water that is too cold. Cold water cools down the human body 25 times faster that cold air does, so swimming in water that is below about 15 degrees Celsius should never be undertaken. This can lead to thermal shock, hypothermia, and eventual death.
- Swimming is also a very safe form of exercise because it is considered to be low impact and easy on the bones and joints. You can do exercises in the water using floats and weights and enjoy a good workout without worrying about serious injury. This is especially true if you have arthritis or other types of physical limitations.
- Swimming is a good way to lose weight. This form of exercise will stimulate your entire body and could lead to an increase in metabolism over time. If you are trying to lose weight, swim for at least twenty minutes three or four times each week.
- Going swimming is very relaxing and has been compared to yoga and meditation in terms of its soothing effect on the mind and body.

