

# TRUGANINA NEWSLETTER Term 4, 2024



salt water  
SWIM SCHOOLS

## WHAT A START!

The team at Saltwater Swim School would like to thank all our lovely clients for such a warm welcome. It's been wonderful to see everyone enjoying our brand new facility. We look forward to another successful term with the beautiful spring weather making it even better! See you in the pool!



### Term 4 Dates

Monday 7th of October - Friday 20th December

DAY	DATE	TERM WEEKS	TERM FEES
Monday	7th October - 16th December	11	\$280.50
Tuesday	8th October - 17th December <small>P/H November 5th Melbourne Cup</small>	10	\$255.00
Wednesday	9th October - 18th December	11	\$280.50
Thursday	10th October - 19th December	11	\$280.50
Friday	11th October - 20th December	11	\$280.50
Saturday	12th October - 14th December	10	\$255.00
Sunday	13th October - 15th December	10	\$255.00

#### FAMILY DISCOUNTS

1ST CHILD - FULL FEE  
2ND CHILD 5% DISCOUNT  
3RD AND SUBSEQUENT CHILDREN - 30% DISCOUNT

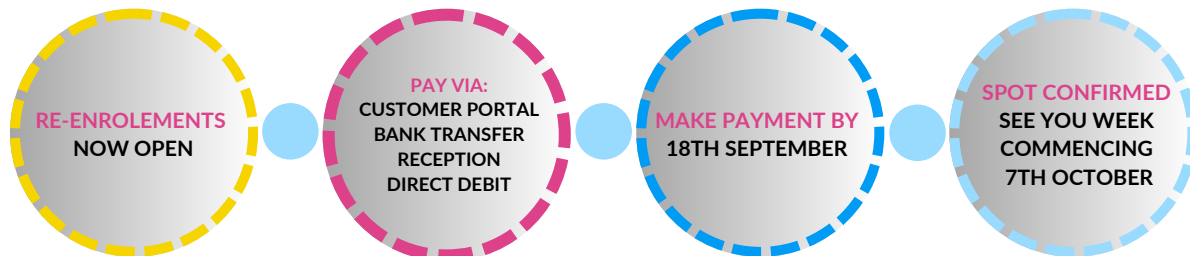
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# IMPORTANT THINGS TO KNOW

## RE-ENROLLING FOR THE NEXT TERM

Re-enrolling is super easy!



### TO CONFIRM YOUR BOOKING FOR TERM 4, THERE ARE TWO PAYMENT OPTIONS:

- **Full fees pre-paid for the term:** Just pay your fees by **18th September** and your spot will automatically be locked in and confirmed for Term 4.
- **Fortnightly Direct Debit:** if you are continuing-on for Term 4, your direct debit will automatically commence on **Wednesday 18th September** to lock in and confirm your spots. Please refer to the direct debit schedule for debit fees & dates.

If you are not on direct debit and would like to apply for direct debit with us, please ensure you have set this up prior to 18th September. To apply for direct debits with us simply apply through your Customer Portal by clicking on the Manage Direct Debit icon or you can ask one of our team to send you a direct debit link to set up.

If you are **NOT CONTINUING** swimming in Term 4, please kindly let us know by emailing at [truganina@saltwaterswim.com.au](mailto:truganina@saltwaterswim.com.au) so we can cancel your account and ensure your spot is given to the next person on the waitlist.

**NEW CLIENTS:** Bookings are now open for Term 4, please contact us for available spots, payment is due upon booking to confirm placement.

## HOLIDAY SWIM INTENSIVE PROGRAM

Our School Holiday Programs are available for all **NEW** and **EXISTING** families - Our accelerated Learning Program is a fun and fantastic way to ensure your child's progress doesn't lapse and allows you to condense your swimming lessons into a shorter time frame.

Operating during the September school holiday period, the intensive programs are daily 30 minute classes that your child attends for the week, or both weeks if they really want to accelerate those swimming skills!



Sessions	Date	Time	Duration	Cost
Week 1	Monday 23rd September - Thursday 26th September	10.00am - 2.30pm 4.00pm - 8.30pm	4 Days	\$102.00
Week 2	Monday 30th September - Friday 4th October	10.00am - 2.30pm 4.00pm - 8.30pm	5 Days	\$127.50

## SIMPLY PORTAL APP

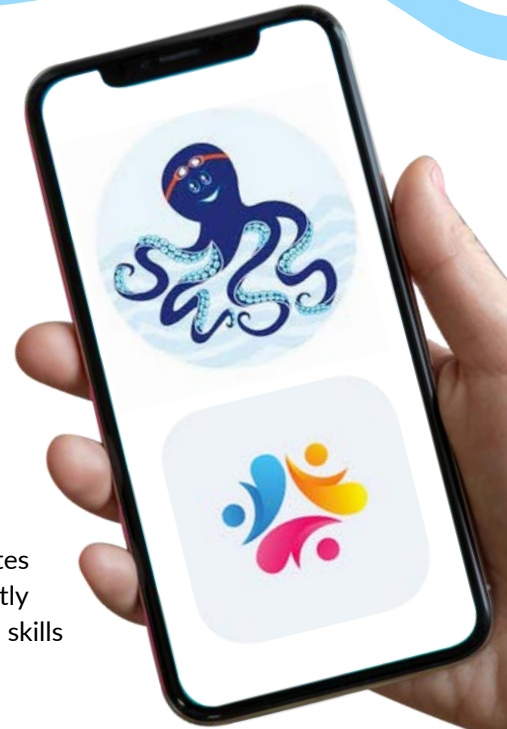
Did you know that you can now download your Customer Portal through our new app, "SimplyPortal"!

It's super easy... Just follow these steps:

- 1 - Download the "SimplyPortal" app from your preferred app store.
- 2 - Locate your centre or enter our site ID: B1101516
- 3 - Use your family portal email address and click on forgot password if registering for the first time to be prompted to set one up (Both Parents can register).

### Your customer portal allows you to:

- View ALL your scheduled lessons
- Mark absences and book make-up classes
- Check your account balance & make payments
- Access your Student Card to check into your classes
- View and access your Certificates
- Message the swim school directly
- Keep up to date with individual skills progression

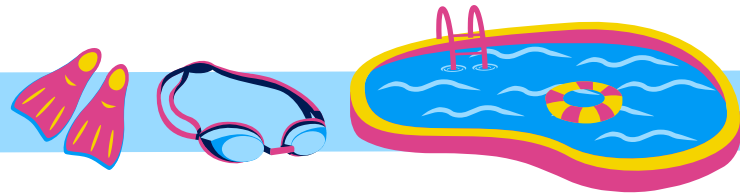


## MAKE-UP LESSONS

**As a courtesy, we offer 2 make-up classes per term.** From your customer portal, you can mark your child's absence with a minimum of 1hrs notice and this will automatically activate a make-up lesson. Once activated you will be able to select from a list of available classes which shows availability up to 7 days in advance. The portal is a live feed and updates regularly.

**HOT TIP** - If you are travelling, please advise your travel dates as early as possible so your make-ups can be registered and available for you to do before you leave.

## SAFETY WEEK



At Saltwater Swim School we are looking forward to another **Safety Week commencing on 21st-27th November 2024.** In partnership with SWIMSAFE, we will focus on providing skills for life, skills that could one day save a life. The experience will be fun and will help you gain adequate water safety skills

**To be a part of this, all you need to attend your regular lesson during that week and you will walk away with more safety knowledge, get to do some quizzes, rescue practice and most importantly be a safer swimmer.**

## SOCIAL MEDIA

Keep up to date with everything that is going on at Saltwater Swim Schools by following us on **Instagram and Facebook.**

Use the QR codes to find us on social media.



[www.saltwaterswim.com.au](http://www.saltwaterswim.com.au)  
[truganina@saltwaterswim.com.au](mailto:truganina@saltwaterswim.com.au)  
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**arv** AQUATICS & RECREATION VICTORIA

## ON-GOING ASSESSMENTS

You will notice that our Pool Deck Co-ordinators are always on deck assessing classes. As each child develops at a different pace, it's important that we continually assess them throughout the term.

Parents can view their child's progress in their customer portal and understand what their child has achieved to-date and what they need to achieve to reach the next level. When your child is ready to move to a new level, this will be communicated with you.

## TEACHERS AND LESSON CHANGES

Saltwater Swim School aims to maintain consistency each term, but may sometimes need to move students or change instructors if the need arises. We will try our best to accommodate all requests, but can't guarantee gender specific teachers or classes. We appreciate your patience and understanding.

## PARENTAL SUPERVISION

Parents must remain on site for their children's lessons. This ensures we can communicate with all parents in relation to the progress of their children, but also maintains the safety integrity of all lessons. Children are not to be left unattended at poolside, or enter the water until their lesson has commenced.

## RINSE OFF SHOWERS

Just a reminder that showers are rinse off only (short shower). This is to ensure that everyone has the opportunity to use the facilities after their lessons.

## FAMILY CHANGE ROOMS

Children aged 6+ are not permitted in the opposite sex change rooms. There are family change rooms available for your convenience.

## PHOTOGRAPHY & VIDEO IMAGES

No photos or videos are to be taken in the pool area unless authorised by Management. Please respect the privacy of other parents and their children.

