

News Letter

Splash swim.school

AUTUMN 2008 edition 2

It is hard to believe that the end of term is fast approaching and it is time to enrol for next term, we have made some improvements this term and I hope that you find enrolment easier. Enclosed you will find a letter with your contact details and recommended group for next term, **please check the details and return the letter signed with payment.** No need to fill in a booking form unless your details have changed.

PLEASE NOTE THAT BOOKINGS ARE ON A FIRST COME BASIS AND THAT PLACES ARE LIMITED. Places open to existing Splash customers from the week beginning the 1st Dec and to those on the waiting list from the 15th December 2008.

SPLASH SWIM SHOP

I am pleased to let you know that Splash now has its very own swim shop, please see www.splashswim.co.uk and click on the SHOP tab.

If you wish to have your items brought to your lessons instead of posted, please mention this when ordering on the website and the postage will then be credited to your Splash account.

During the week of the 1st December the Splash Swim Shop will be at the Stable Club:

Monday 1st December 3 – 6.45pm
Thursday 4th December 3 – 6.45pm
Friday 5th December 3.30 – 5pm (tbc)
Saturday 6th December 9am – 12.45pm (tbc)

Some great stocking fillers!

TERM DATES:

End Term – 21st December
Start Spring Term – 12th January 2009
Splash Gala – 1st February 2009
Half Term – 16th – 22nd February 2009
End of Term – 4th April 2009

**WISHING YOU ALL A VERY MERRY
CHRISTMAS AND A HAPPY NEW YEAR!!!**

SPLASH OFFICE HOURS

The office is open 9am – 2.45pm Monday to Friday during the term time. During the holidays the answer machine and e mails will be checked regularly unless the office is advertised as closed. **SPLASH OFFICE WILL BE CLOSED FROM 25th DECEMBER 2008 TO 4th JANUARY 2009**

HAT REMINDER:

Please can you ensure that children in Beginners through to Advanced (Working towards National Swim Award 3 & above) have a swimming hat on ready for the start of their lesson. If you need to purchase a hat, please contact the Splash Office or order through the website shop www.splashswim.co.uk

CHRISTMAS HOLIDAYS PRIVATE LESSONS

All lessons are at the Stable Club:

Monday 5th January 2.30 – 7pm

(Jen L, Sarah, Karen)

Thursday 8th January 2.30pm – 7pm

(Jo, Jen L, Sarah)

Saturday 10th January 9am – 1pm (Jo and Zara)

Lessons are 30 minutes in duration and open to all abilities, ideal for rapid progress.

Cost: 1:1 £17.50

1:2 £11.50 per swimmer

1:3 £9.50 per swimmer

Bookings being taken now!

SWIMTASTIC 2008

I (Zara) was extremely pleased to go to the National ASA Swimtastic Awards to collect the Bronze Fundraising Award on behalf of the Splash swimmers; this was awarded to Splash for their fantastic fundraising efforts (over £5000 raised for Breast Cancer in 2007/8). Well done to everyone who raised money for this very worthy cause.

ASA and Future Swim School Developments

I (Zara) have been invited to sit on a National Swim School Advisory Committee to help develop future initiatives for swim schools in the country. It is exciting that Splash has been asked - only 12 Swim Schools were approached.

QUESTIONNAIRE RESULTS 2008

Thank you to everyone who completed a questionnaire earlier in the year, below is a summary of some of the results:

98% of parents considered the teaching at Splash to be good, very good or excellent (58% of all parents felt that the teaching at Splash is excellent)

97% of parents considered their child's progress to be good, very good or excellent (49% of all parents felt their child's progress to be excellent)

Splash Strengths Listed from questionnaires:

- Quality of Teaching High
- Experienced and enthusiastic Staff
- Small groups
- Encouraging, sensitive, firm & good discipline
- Realistic Prices
- Professional, friendly and helpful
- Approachable
- Quick response to phone/e mail
- Excellent knowledge of children's needs
- Everyone is smiley and friendly
- Good equipment
- Good rewards/badges and certificates
- Swim for most of the lesson

“Friendliness, instructor ability high – **makes it one of the best swim schools in the area and it's reputation is far reaching**”

“**3rd Swim School I have tried and Splash far outstrips the rest**”

Splash could do better at:

- Organisational skills – this term more administration hours/staff have been appointed to improve our administration
- Communication with parents – This term we have changed the reports to be more informative and specific to your child. Please contact the Splash Office at any time through the term if you would like to receive feedback on your child's progress.
- 5 minute break between lessons – this has been suggested in the past, however when we surveyed everyone on the issue, the majority preferred their children to have a longer lesson.
- Too much noise, can't hear the teacher – to reduce noise on poolside we have limited parents at the Stable Club, please note St Lukes is under review at the moment.
- Payment required in advance, we have now introduced split payments for details see the price list for next term.

PARENTS WATCHING:

Due to the limited space around the poolside at the Stable Club it is not possible for more than one parent per group/ private lesson to watch per lesson.

Please ensure you sign in at Reception if you wish to watch your child at the Stable Club. **Please allow other parents the chance to watch their children by only signing in once per term for group lessons.**

St Lukes University

Can I remind all parents and children to wait in the changing rooms until their class time is called, please can I also remind the parents watching to sit quietly and keep children that are not swimming sitting quietly too. There is room in Reception if you prefer to wait there during the lessons. We are currently monitoring the levels of noise at this venue and will be carrying out a reviewed risk assessment shortly.

IF YOU NEED TO LEAVE THE BUILDING WHILE YOUR CHILD IS IN A LESSON, PLEASE ENSURE YOU LEAVE YOUR CHILD'S NAME AND YOUR MOBILE NUMBER AT RECEPTION.

TOP TEACHING TIP:

When buying goggles how do you find out if they fit or not? The one piece moulded silicone goggles generally fit better as they are softer and less likely to leak (e.g. the Speedo Futura Ice Goggles that Splash sell are very good). To find out if they are a good fit, push them on without the straps - if they stay on without falling off then they are a great fit! Make sure you do not have your hat or hair underneath your goggles as this will cause them to leak. **SPLASH DOES NOT RECOMMEND THE USE OF GOGGLES UNTIL CHILDREN ARE IN BEGINNERS and ABOVE.** Please continue to practice without your goggles to avoid becoming over reliant on them.

SPLASH GALA – 10th ANNIVERSARY

On the 1st February 2009 at St Lukes University, Splash will be holding their fun annual Gala - fun relays followed by races afterwards; this is a great event for Beginners through to Advanced - lots of medals to be won! **BOOKING FORMS ENCLOSED, EACH ENTRY FEE INCLUDES A SPLASH T-SHIRT AND AS MANY RACES AS YOU/YOUR CHILD WISH TO ENTER.** Hope to see you there!!!!

REMINDER

Please can I remind all parents of children aged 8 or over that they must change in their own sex changing room (This is English Law)

Splash Office:

Tel: 01392 833075

E-mail: zara@splashswim.co.uk

Post: Kerswell, Towsington Lane, Exminster, EX6 8AY

Website: www.splashswim.co.uk