

June, 2017



Love to Swim, Swim for Safety, Swim for Life!

Newsletter

Nepean Aquatic Centre

Eva Bory's Swim School

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Dear Customers,

Thank you to everyone who entered our May Mothers Day competition via our App! Winners will be announced soon via our website, Facebook and App, along with a selection of the fantastic photos you sent us! If you have not yet joined our Facebook page (NepeanAquaticCentreandEvaBorys) or downloaded our app (Nepean Swim) via the App store or Google Play, do so today! It's the best way to keep across all the news and events at our centres, receive alerts, special offers and competitions!

Queens Birthday Long Weekend 12th June - We Are OPEN!

Please attend lessons as usual, we are open each day of the long weekend. If you are away, please organise a makeup lesson, which can also be done in advance or by the end of July.

Congratulations to Van Chang (NAC) & Natasha Egan (EB)

~ Winners of our May Lucky Draw!

School Holiday Special - Intensive Learn to Swim Lessons

Looking for something fun, healthy and great value for the kids to do in the school holidays? Our School Holiday Special is back at Nepean Aquatic Centre by popular demand - 5 days of lessons every morning available to Squids, Platypus, Stingrays and Dolphins! Give your child's swimming skills a boost through a weeks intensive training.

The program runs from **Monday 3rd July to Friday 7th July**, and costs \$65 - that's just \$13 per class. Places are limited, so enquire at reception today!

SCHOOL HOLIDAY FUN!



\$ 6 entry / \$20 for a family of 4 / \$3 each extra person

The big whale inflatable will be in our main pool from 9.30am - 12.30pm on **Wednesday 12th July** during the school holidays. There will also be floating mats and pool toys available for public use and lifeguards on duty!

Bring your children down for a warm, wet & fun filled morning at Nepean Aquatic Centre! Please remember, lifeguards are not a substitute for active supervision by parents. Swimming aids are not supplied, please bring child's floaties if needed.

Time to Party! Need an excuse to party? Take advantage of our JUNE SPECIAL - book a birthday party or team celebration in June, for June, at Eva Bory's Swim School, Emu Plains, and get 10% off the price! Great winter venue, heated pool, and no concerns about wet weather! Plus you get the entire venue exclusively for your use, with up to 50 swimmers allowed in the water at a time! Plus huge inflatable slide, bbq facilities, hot showers and more! Enquire today: julie@nepeanswim.com.au.



Terry's Corner: Hello swim schoolers, we hear the term "Duty of Care" quite often in our daily lives but what does it mean? As an organisation providing services to the public it can be summed up quite simply - we must make sure that we provide the safest environment and services to our customers in order to not do any harm. With that in mind we also have lesson plans for our staff for every level of our LTS program explaining our teachers duty of care to you and their students. We also have Incident Reports that we use to record details of incidents when things occasionally don't go to plan, and these reports are used by Management to address any areas of concern. To do anything less than this would be to do you a disservice, as we take our Duty of Care to you very seriously.



So do you also have a "Duty of Care"? Yes - but it may not be as obvious as you think. First you have your duty of care to us when attending lessons. The Terms & Conditions state certain obligations that you agree to when attending lessons - the big one being supervising your children. As stated on numerous occasions the pool environment is fun but not one to be taken for granted. It's very easy for an unsupervised child to wander off, fall in a pool, finish a lesson and have no parent or be injured from pedestrian traffic. We understand that in some cases during a lesson you need to do other things, but you should never leave the premises to go shopping, etc. Who will look after your child when the lesson is finished and you're not back at the centre? Please stay at the centre and watch your child's progress - and please refrain from using your mobile on pool deck, we encourage all poolside spaces to be phone free, both at lessons and at home, in line with national swim safety guidelines.

The other "Duty of Care" you have is to your children when you are around water. We preach the water safety message but that's useless if parents don't supervise their children - you should set your duty of care to your children as you would expect from us when coming to lessons. There are far too many tragedies where "I only looked away for a minute" is the excuse. So help us get the water safety message out there by starting with keeping your children safer around water. Congratulations to those parents already doing the right thing.....I may sound a bit preachy this month but every death is one too many. Please keep the discussion topics coming in to terry@nepeanswim.com.au. Until next month: Stay Safer Around Water, thanks for reading, Terry.

IMPORTANT: Annual July fee increase & the introduction of the Electricity Surcharge

You may have heard in the news that electricity prices are set to skyrocket, especially for commercial businesses. We want to be completely transparent and let you know how this increase (of a whopping 80% on last year's energy contract costs) will affect our business. In short, we are simply not able to absorb this increase and continue to operate. We are not prepared to pass on the total increase to our customers, however as an interim measure, we have to introduce an Electricity Surcharge in order to keep our doors open. Some other pools may take measures to lower their costs such as lower pool temperatures, however we are not prepared to reduce our energy use and sacrifice our customers comfort - we need power to heat the pools to optimal learn to swim temperatures, power to filter the water and keep it crystal clear and clean, power to heat the water in the showers, power to run our air handling systems to keep the air in the pool halls warm and ventilated, etc. As a business we are provided with an electricity contract at the beginning of each financial year, and hope that by this time next year prices may have normalised - at which point we will remove or decrease the surcharge. We hope you, our valued customers, understand that we are not profiting from this increase - simply covering a portion of the increased costs to make it feasible to continue to operate into the future. If you have any queries regarding this charge, please contact julie@nepeanswim.com.au.

As a result, from July 1, the usual annual 0.50c per lesson (to cover CPI and wage increases) will take effect, and an additional 0.50c per lesson Electricity Surcharge per lesson will also come into play. This means the lesson cost from July 1 is now increased by \$1 to \$18.40. Other prices are currently under review and will be announced in next months newsletter.



July School Holidays:

Swimming Lessons will continue as normal during the July school holidays, and are more important than ever - stopping lessons in winter often results in a loss of swimming skills, wasting much of the time and effort your child has put in to date. Consistency is key, but if you are going to be away during the holidays you have the option to suspend your lessons for up to two weeks. If you decide to suspend your lessons you will be charged half the cost of the lesson for holding your current spot in the program and you won't be eligible to do make up lessons. If you choose not to suspend your lessons you will be charged full price and you will have until the end of Aug to complete make up lessons for any missed classes!



This Newsletter can also be viewed at our website www.nepeanaquaticcentre.com.au or scan the bar code on your smart phone with your QR scanner app

Thank you, from the team at Nepean Swim & Fitness

