



NEWSLETTER

MAY
2019

LOVE TO SWIM, SWIM FOR SAFETY, SWIM FOR LIFE
NEPEAN AQUATIC CENTRE EVA BORY'S SWIM SCHOOL

THIS ISSUE

- Happy Mothers Day!
- June Long Weekend
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- Download our App!

DEAR CUSTOMERS,

We would like to take this opportunity to wish you a very happy Mothers Day! Have you entered our Mothers Day Competition yet?



Pick up an entry from reception, or download from our website, and return by May 12th for your chance to win great prizes at both centres - all details on website!

1st Prize: Speedo Ladies Swimsuit
2nd Prize: 10 visit Aquarobics pass
3rd Prize: 10 visit Public Swimming pass.

REMINDER!
WE ARE OPEN
JUNE LONG
WEEKEND
closing 7pm
Monday night
10th June.

ACTIVE KIDS VOUCHERS!

All school age children are eligible for a \$100 Active Kids voucher, available for download from Jan 1 2019. Have you redeemed yours yet? Remember this year a second \$100 Active Kids voucher will also be available for the six month period from 1 July to 31 December, however these vouchers cannot both be redeemed with us in the same month, so why not use yours this month for swimming fees? Credit can be added to your account at any time during the month.



BIRTHDAY & MOVIE PARTIES

With daylight savings over, why not take advantage of our NEW Movie Pool Parties, exclusive to Eva Borys Swim School, Emu Plains! Party features a huge inflatable screen showing a movie of your choice while your guests float in our heated pool enjoying the film! Available Friday evening in a new 7-9.45pm timeslot, or selected Saturday afternoons. All information on the website, please email julie@nepeanswim.com.au with booking enquiries. Indoor heated pool parties with inflatable slide also available at both NAC and EB's, enquire at reception.



TERRY'S CORNER

LOVE TO SWIM, SWIM FOR SAFETY, SWIM FOR LIFE!

Welcome to another edition of Terry's Corner. This month I want to bring you up to date with the various initiatives we have recently introduced to better serve you and get the Swim Safer message out to the community!

Nepean Aquatic & Eva Bory swim school's staff & management all have the same goals, as stated in the company's motto - Love to Swim, Swim for Safety, Swim for Life!

Love to Swim – we want all people to love swimming and water related activities. If you are comfortable around water and the fear is removed then this becomes possible. So the first step is getting in the water. As a customer of our learn to swim program you can appreciate that this can sometimes be accompanied by a bit of distress (for you and your child) until they get accustomed to the lessons. After this the children thrive

their lessons and can look forward to a life of water activities (pool parties, Wet'n'Wild, swimming, etc.). We wanted to get this love to swim message out to a greater section of the community and be able to meet everyone's needs. The following have been introduced or modified to achieve this.

Adult Group Lessons: there are so many adults out there that are either scared of the water and/or non-swimmers. Our adult private lessons simply couldn't accommodate the number of people requesting lessons, so we introduced 1 group lesson. This was such a success that last term this increased to 5 group lessons (50 adults learning to swim!) These lessons are for beginners and also returning swimmers seeking to improve their stroke and for exercise. We are very proud to see the program is reaching so many people.

Achievers Program: after Sean and Judy decided to retire from running the program, we made it a priority to continue providing lessons to swimmers with a disability. We are now running the classes based on the previous successful program with a few improvements - the major one being that the classes are aimed at achieving the swimmer's goals based on the input from the parent, instructor and swimmer. It has been a lot of work but it is very pleasing to see how smoothly the changeover went. A big thanks to the staff who are involved in this program.

Other areas that we are currently working to improve:

Waiting Times at Reception: during pay week it can be a struggle to get to your lessons on time. We made the decision to migrate everyone to Direct Debit in order to free up time at reception and to be able to give you a much better experience during pay week. When you get your new Payment Policy please read all the points, in particular about when the debit is taken and how to permanently cancel the direct debit.

I hope this update on our company aims has been useful, I will be back next month with more on Swimmin for Safety, Swimming for Life and other improvements across the company to further look after you, our customers!

Please contact me at any time with questions or feedback – terry@nepeanswim.com.au. Until next month: Stay Safe Around Water, thanks for reading, Terry (NSF Operations Manager).



PROUD SPONSORS

Did you know that we are proud sponsors of the Penrith Panthers and Penrith District Netball Association? Wishing both a fantastic 2019 Winter Season!



DOWNLOAD OUR APP TODAY!

Our Mobile App is now better than ever! Please update our App in

the Apple iTunes Store for iPhone or via Google Play for Android - search for 'Nepean Aquatic Centre App'. You will notice our App is easier to use and provides a better user experience - so update or reinstall today! Download link available on our website -

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