

Enquiry letter- Claremont

Thank you for your enquiry, please read below for all relevant information regarding swimming lessons at Headstart Swim School, Claremont.

We are accredited and registered with **Swimming South Africa** and all our swimming instructors have excellent experience. We have a pool in Claremont and one in Philippi.

If you are interested in attending our Philippi branch, please email headstartphilippi@gmail.com.

QUEEN VICTORIA ROAD POOL

Located at **104 Queen Victoria Road**, this is an indoor, heated 7x4m oval pool. We offer the following:

- **Moms and tots individual lessons-** (15 mins) Water familiarisation for babies from the age of 6- 18 months.
- **One-on-one** lessons (15 mins) for children of all ages from 1 years old and up.
- **Adults** can also attend individual lessons (15 or 30min) at this venue.
- **Learn to swim for beginners and stroke correction available.**

PAYMENT TERMS AND PRICING

- Please note that you book for a weekly slot, and therefore, you will be charged for this slot EVERY week according to your booking. We invoice up front and payment is made in advance for the term.
- All individual lessons are **R110** per 15 min lesson.
- You do not pay for public holidays and school holidays, and therefore term fee totals will vary.
- **Adults** lessons are **R110** for 15min and **R165** for 30 min lessons.
- **Fees are payable up front, at the beginning of each term**, upon receipt of your invoice. If you have a problem paying the full amount once off, an alternative can be arranged - please contact me if this is the case.
- **If a pupil misses a lesson for any reason, they forfeit that lesson. We are unable to do make up lessons or refund the fees.**
- **A deposit of R150** is payable upon signing up. On termination of lessons – & provided we have received your **one month's written notice**, this deposit will be refunded to you in addition to any fee credits due to you.

GETTING STARTED

Once you have booked your **lesson day and time**, you will be sent a **confirmation email** confirming your start date and lesson time. You will also be sent an **indemnity form** including our policies and procedures - please complete this and return it on or before the 1st lesson.

The pupil will need a swimming costume, a swim cap and a towel. If the pupil is not potty trained, a swimming nappy is essential. We sell swimming caps for R100.

OUR POOLS

The pools are enclosed and heated so weather does not in any way affect lessons. The temperature of the water may fluctuate slightly but if it drops to below 29°C then we may need to cancel lessons and we will credit you accordingly.

PARKING

We have 3 dedicated, marked Headstart bays and are working on additional parking nearby.

Please be considerate and park in our Headstart bays only. Please park accurately in one marked bay. There are other tenants who need to park here too.

There is also on-street parking on Selous or Belvedere Roads – a short walk from our gate.

TERM DATES & HOLIDAYS

We run according to Western Cape Education Department school terms, and therefore close and open according to these term dates. We do however run holiday clinics during most holidays. Daily, intensive swimming lessons over a holiday period leads to speedier progress. You will receive more info regarding these towards the end of terms.

Lessons run from the 1st day until the last day of WCED school terms.

QUEEN VICTORIA ROAD POOL TIMES:

Monday: 13h00 - 19h30

Tuesday: 10h00 - 19h30

Wednesday: 10h00 - 19h30

Thursday: 10h00 - 19h30

Friday: 11h00 - 19h30

Saturday: 8h00 – 13h00

Sunday: 8h00 - 13h00

Please email us if you have any more questions – And, if you are interested, let us know what your available times are and the age of your child and we will see if we can find a time that is convenient to you.