



Enquiry letter- Philippi

Thank you for your enquiry. Please read below for all relevant information regarding swimming at Headstart Swim School.

We have been operating in Claremont since 2006, and as of April 2017 we have had the privilege of teaching pupils to swim in the newly built pool based at a local school, Philippi Children's Centre.

We are accredited and registered with **Swimming South Africa** and all our swimming instructors have excellent experience. We also have a pool in Claremont where we run our swimming lessons.

Philippi Childrens Center lessons

- Located at the Philippi Childrens Center, Weltevreden Road, Philippi, this indoor, heated pool is ideal for **one-on-one** 15 minute lessons or **30 min group lessons**.
- **Adults, teens and children can attend 15 min individual lessons** at this venue where you will receive one-on-one attention and instruction.
- **We offer the following 30 min group classes: only available at set times**
 - 2years and under**: mom and tot class
 - 3-5 years** beginner group class
 - 6-10 years** beginner group class
 - ADULT beginner** group classThese groups will consist of up to 6 pupils per class.
- We cater for all ages and skill levels from learn to swim to advanced stroke correction.

PAYMENT TERMS

- We charge a reduced rate and do not require any registration fee or deposit!
- 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 lessons are **R75 per lesson** for individual and group lessons.
- You do not pay for public holidays and school holidays, and therefore term fee totals will vary.
- 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, a monthly

payment plan can be arranged.

- All payments are to be made into our bank account with the reference number you are provided with. No cash will be accepted at the pool.
- 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.

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.

When you arrive for your first lesson, you will be asked to fill out an **indemnity form** including our policies and procedures - please complete this prior to starting lessons. This means that the person responsible for the fees will need to be present at the first 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.

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.

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.

Please email us if you have any more questions – And, if you are interested, let me 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.