



Newsletter

Nepean Aquatic Centre

Eva Bory's Swim School

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Dear Customers,

It is the end of another year and again it has been a busy year for both centres, with many new smiling faces around at both Nepean Aquatic Centre and Eva Bory's. We would like to take this opportunity to thank you for your continued support throughout this busy year and also thank the dedicated staff for their hard work. Please be safe in and around the water these holidays. It is most crucial to keep a close watch on your children, as it is at this time of the year they are most likely to be exposed to the dangers of water. We wish you and your families a very Merry Christmas and a happy and safe New Year! All the best for 2017!

*Alan & Karen Bentley
Managers*

Merry Christmas

**Congratulations to Renee Blyth (NAC) & Linda Borg (EB)
~ Winners of our November Lucky Draw!**



Christmas Closedown!

Our last day of trading at Eva Bory's and Nepean Aquatic Centre will be Friday 23rd December 2016 and we will recommence trading on Tuesday 3rd January 2017.

Eva Bory's will be **CLOSED** for the duration.

Nepean Aquatic Centre will be **CLOSED** except for: 29th, 30th & 31st December, **Open 8am-12pm for Public Swimming only.**

Christmas Fee Policy:

- A reminder that December and January's monthly lesson fees will automatically be adjusted to take into account our closedown period, and you will not be charged for lessons during the time that we are closed.
- If you are going to be away for longer than our closedown period, you have the option to suspend your lessons for up to two weeks at any time during the Dec/Jan school holidays. The cost of suspending a lesson is half the cost of your lesson, however, you are not entitled to make those lessons up. If you plan to be away for longer than two weeks in Dec/Jan, any additional missed lessons will be charged at full price and you will then have the opportunity to make these lessons up.
- If you choose to cancel out of the program and rebook at a later date, please be aware that you will most likely lose your preferred class time, day and instructor. Also, when booking back in you will be required to pay a booking fee of \$12.50, payable for each new or returning student when enrolling into the Learn to Swim program. The booking fee will be capped at 2 current bookings and is non-refundable.
- **Please be aware that if you are booked into classes and do not return until the beginning of February you will have to pay both January's & February's fees when you return.** This applies to all levels in our LTS program, including our Kids Swim 4 Fitness. You will have the opportunity to make up any lessons you miss.

If you are not going away, we certainly encourage you to keep attending lessons as normal, consistency is key. Remember, this is the time of the year when children are most likely to be exposed to the dangers of water, so keep those lessons up over the festive season.

SANTA IS COMING TO NAC!
Saturday 10th December 8.30 - 11.30am
COME AND TAKE A PHOTO WITH SANTA
(Nepean Aquatic Centre) &/or PADDLES at
(Eva Borys)! Open to all customers,
regardless of which day or centre you
swim! DON'T FORGET YOUR CAMERA OR
PHONE TO TAKE THE PHOTO!



Xmas Gift Vouchers

“Swimming Lessons - A gift for life!”

A gift voucher can be used for Swimming Lessons or any other products & services available at either centre.

Please enquire at reception

SCHOOL HOLIDAY SPECIAL!

Accelerate your child's learning with a 1 or 2 week intensive swimming program at NAC in the next school holidays. Dates for January 2017 are 9th - 20th. Week 1 runs from 9th - 13th January, Week 2 runs from 16th - 20th January. Choose to take part in the program for 1 or both weeks. Classes are available for our Squids, Platypus, Stingrays and Dolphins classes. Sharks may attend the Dolphins class. 1 week - \$65 / 2 weeks - \$120
Please see reception for more details or to make a booking!

SCHOOL HOLIDAY FUN!

Come and celebrate Australia Day - 26th Jan 2017 - with some family fun! Giant whale inflatable, sausage sizzle and much more!



Ho, Ho, Ho, who doesn't LOVE a CHRISTMAS COMPETITION!?

Santa has arrived early this year, with a Christmas Colouring In competition and great prizes to be won, including Wet 'n' Wild Sydney Season passes, Nurturing Pathways Term Passes, and Movie Tickets! Just grab an entry from reception and get it back to us by the 20th of December for judging!

Full details, including Terms and Conditions of entry, are on the website:

nepeanaquaticcentre.com.au/about/competitions



Julie's Christmas Corner:

Everyone deserves to feel safe when doing sport. Every employee and consumer deserves to feel safe, no matter whether they're working or enjoying some retail therapy or recreation. This is why businesses, including ours, have safety policies* in place, and this extends to our online presence. We'd like our social media community to reflect the positive, cooperative and fun environment we enjoy at our centres. Social media is incredibly fun, but in some cases it's taken too far, and we're seeing it more and more. The attitude of parents influences the environment in which we learn. Especially at this time of year, with stress levels rising, it's important to remember that we are our children's biggest influencers and they learn from our every action. We're lucky in that the vast majority of our customers behave in an appropriate manner, but I know a lot of organisations who don't enjoy the same. It's for these customers that I must reiterate that safety is *always* our number one concern and at no time will we tolerate verbal abuse or threats of physical violence in any capacity. Whether you're online or in person, lead by example – don't let your children be exposed to colourful language, verbal abuse or threats of physical violence because they will learn that this kind of behaviour is not only appropriate, but also normal. And it's neither.

I know Christmas is a stressful time, but I ask everyone to take a deep breath this silly season and lead by example – if you have a problem, there's always a resolution. For our organisation, know that we're always here to discuss any issues calmly and collaboratively.

For the sake of the children we are teaching, and in the interests of safety for all, let's not make the silly season the angry season. Stay safer, and have a wonderful Christmas with your families.

**It's our policy that both of our swim centres are friendly, safe and inclusive places in which adults and children of all ages and abilities can learn a valuable skill for life or enjoy swimming for fitness. Our mission is to educate regarding aquatic safety and provide quality learn to swim lessons for all. Our aim is that all local children will learn to swim, becoming safer in and around every aquatic environment.*

LIKE us on Facebook! www.facebook.com/NepeanAquaticCentreandEvaBorys



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 and Merry Christmas!

