



Newsletter No 37 – Term 4 2019

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Important dates to put on your scroll...

Term 4 ends on Friday, 20 December 2019. Term 1 commences **SUNDAY**, 26 January and finishes Thursday, 9 April. Term 1 is a 10/11 week term, set out as follows:

Monday with Rob (x11)	\$159.50	No public holidays
Tuesday with Rob (x11)	\$159.50	No public holidays
Wednesday with (x11)	\$159.50	No public holidays
Friday with Melissa or Erina (x10)	\$145.00	10/04/2020 Good Friday
Sunday with Rob / Melissa / Corrina / Erina / Rach (x11)	\$159.50	No public holidays



IMPORTANT NOTICE – Rollover and Fees... Just to recap the information which was emailed out in week 5 of this term: We are very appreciative of the families who let us know their intention to continue / not continue with lessons at the point of our rollover (week 5), prior to planning our classes. However, due to the difficulties we keep experiencing with our rollover and timetabling/programming of students (due to some families not letting us know they do not wish to continue with their swimming) we have had to rethink how we are going to complete this process in the future.

- We rollover classes and send out an email on week 5 of the term. **If you do not wish your child to be automatically rolled over into the following term's classes, we must be advised by week 6 of the current term (you one week to decide).** If we do not hear from you by week 6 that you do not wish your child to be rolled over, we will roll your child over for the following term.
- After week 6's final assessments, we timetable all of our classes in line with our rolled over children, moveups and siblings. This is a very time consuming process, trying to accommodate families – ensuring their children in the same family swim at the same or like times.
- **We are adding a 'new booking admin' fee of \$10 for anyone who was rolled over, and then unenrolled** – either as a result of not letting us know they did not wish to be rolled over by week 6, or by failing to pay their deposit to secure the space by the due dates set out in our newsletter. This fee will remain on the account, so any re enrolment in the future will have this fee applied. This fee is due to the office time spent programming your child into lessons at the point of our rollover.
- To avoid having this \$10 fee added to your lesson cost, please ensure you pay the deposit in time, or you let us know at the point of the rollover that you do not wish to hold the space. There is one week to decide whether you wish your child to be rolled over, and a three week grace period from when the tentative timetable is on display to pay the \$50 deposit to secure the space.

We thank you all for your assistance in making our rollover a more streamlined process.



Early incentive payment competition... WIN a credit for your next lessons! To reward our loyal customers who remain enrolled – everyone who pays for their term 1 lessons in full by the end of week 9 (week commencing 8 December) will go in the draw to win a credit for their term 2 lessons. To automatically be enrolled into this competition, make full payment via direct credit or cash by 8 December (no cheques please). The credit can only be utilised for term 2, and is non transferable.

Congratulations to Clare Miller, who won a credit for Jerry's term 1 lessons!

Webpage and facebook... Please remember to refer to our webpage in the first instance for information on term dates/public holidays, lesson pricing, etc to access this information instantly yourself. It's easy to access and navigate around! Check it out – it's pretty cool, and designed locally by *Gregory Studio* www.jollyrogerswimschool.co.nz

Please also ensure you have liked us and are following us on *facebook*, as this is where we post important information in regard what week of the term we are up to, and what is happening within that week.



Important calendar reminders... Please ensure you pay your cash deposit for next term's lesson on time, as some families were disappointed when they missed out on their space last term due to not paying their deposit by week 9 of the term. We do not like doing this to our families, but we have to ensure we do not hold any 'phantom' bookings in our class. Your last date for payment is your **current lesson day in week 9**.

November						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	30
WK 7 - Next term's timetable on display. Deposits or full payment required.						
December						
1	2	3	4	5	6	7
WK 8 - Next term's timetable on display. Deposits or full payment required.						
8	9	10	11	12	13	14
WK 9 - Last day to pay deposit or pay in full to enter early payment draw.						
15	16	17	18	19	20	28
WK 10 - Last lessons of term - reports/confirmations emailed out						

Forget about a bat phone – ring the PIRATE PHONE... Please direct any phone calls to 027 PIRATES (0277 47 28 37). Please leave a message we will get back to you on the same day.



And from all of us at Jolly Roger... Thank you for giving us the opportunity to be your child's / children's swimming lesson provider. Enjoy the remainder of the term and wishing all our families a safe and happy Christmas.

Yours in swimming,

Lynn, Melissa, Rob, Erina, Corrina, Rach and Amelia



Appendix 1 – Policies and payment deadlines

Rollover, term dates, payment deadlines and payment policy information

Pricing

Term 1 is a 10/11 week term at a cost of \$145/\$159.50

We have been assessing the children and programming them into their appropriate classes for next term. We will have the tentative timetable available to view at the pool during lessons from week 7. All our current enrolments automatically retain their space (providing there are no outstanding monies on the account, ie fees paid in full – including any late payment penalty fees which may have been incurred) and will be booked into their appropriate class, however, it would greatly assist us in our programming and planning if you let us know as soon as possible if you do not wish to attend lessons next term. Please place a tick next to your child's name on the timetable to indicate to us you wish to retain it asap (or a cross if you do not want to retain the space).

How to secure your space

- The timetable will be out by week 7 for people to peruse and decide whether they wish to secure their child's tentative space (or make contact to choose a different day/time).
Please refer to our facebook page to be reminded what week of the term we are in
- To secure the tentative allocated space, the priority booking form and \$50 cash deposit must be received by **week 9** of the current term. Alternatively, you can secure your space by paying the **full amount in one single internet banking transaction** by week 9 of the term, ie you cannot internet bank the deposit only.
- If the space was not secured with a deposit/form/full payment by week 9 of the current term, you will not receive a confirmed class time on your child's report (which they receive on the last lesson of the term), and your space will no longer be held. **We will not be contacting people to check whether they do/do not wish to keep the space – instead the space will be made available to waitlisted customers/new bookings.**

**Deadlines for payment – week 9 on your *current* lesson day, ie
Sun 08/12; Mon 09/12; Tue 10/12; Wed 11/12; Fri 13/12**

This process eliminates unnecessary office hours in the holidays chasing families who did not confirm their space with a deposit to decipher whether they wished to keep their space or not; and will in turn let us be ready to take new bookings from week 10 of the term. The instructors will receive their confirmed list of students (whose spaces were secured with deposits) after week 9 of the term, to enable them to have their reports / confirmations / ribbons ready for the last lesson of the term.

Many children will be moving up a level and we will be programming them in their appropriate classes, and trying our best to move siblings to ensure the same or similar times are achieved for their lessons. As this is an important aspect for families as well as ourselves, please show your consideration by letting us know asap if you do not wish your child to be automatically rolled over into a class next term. Any week day pre-schoolers turning 5 prior to or during term 4 will automatically be enrolled into a Sunday space. Please advise if you are unable to attend on a Sunday, and therefore you will not require the space. Any Sunday baby/tot turning 3 during the holidays will be automatically enrolled into a Friday pre school class space. Please advise if you cannot bring your pre schooler during the week, and will no longer require the allocated space. We thank you in advance for your assistance in this matter.



Credits for missed lessons will not be offered

In the past we may have given a credit if a child missed a number of classes due to a serious illness or broken bone. Unfortunately, we will no longer be offering any credits for lessons missed, as this put a strain on the business and, as such, has forced us to rethink our policy. Please understand, whilst we have empathy if your child is unwell and cannot attend your pre booked lessons, we cannot recoup any monies lost as a result of giving credits - given when you book a space in a class, you book the space for an entire term. All of our classes are 'capped' (at either 4, 5, 6 children per class, depending on the level) and we must endeavour to run all of our classes to capacity, so we cannot accept changes once the term has commenced. Although it is unfortunate if your child cannot attend, we cannot be expected to run at a loss due to it. We may be able to offer a makeup class/es if your child misses four or more classes as a result of illness, however, this will only be **if** and **where space prevails in the same term**, ie where we have space to offer, regardless of the day or the time. The expectation will be that you may need to change your other commitments to attend any class/es offered as a potential make up class.

In short...

- Please let us know as soon as possible if you do not wish to attend lessons next term. To avoid a \$10 admin fee, you must let us know prior to our rollover, and by the end of week 6 of the current term.
- Your child's tentative class space will be available to view in the foyer from week 7.
- A \$50 cash deposit per child is required by week 9 of this term if you wish to secure your tentative space. Alternatively, if you wish to secure your space utilising internet banking, you can secure the space by paying the full amount in one single transaction by week 9 of the current term. The \$50 deposit is non refundable, as this indicates you wish the space to remain yours and, as such, we could be turning away potential bookings. If your child was rolled over and you did not pay the deposit in time, your child will be unenrolled, and there will be a \$10 admin charge to rebook (which covers the office time spent chasing unsecured children after our rollover).
- The remainder fees are due prior to the first lesson of term 1 (week commencing Sunday, 26 January), and can be internet banked directly into our account for your convenience: ASB 12-3290-0046464-00, Jolly Roger Swim School. Please note, Jolly Roger does not send out invoices. It is expected that the payment for the classes will be internet banked prior to the commencement of the term, or brought along to the first lesson.
- A \$10 late payment penalty will be added for each child *each week* the account remains outstanding after the first week of lessons – regardless of whether the child is able to attend the first week (unless prior arrangements were put in place).
- If prior arrangements were put in place for a payment plan, we ask that full payment is received no later than week four of the term. From that date, and weekly thereafter, outstanding accounts will accrue penalties of \$10 per child per week.
- We cannot offer any credits or refunds once the term has started, as when you book a space in a class, you book it for the full term.
- If you decide you do not wish for your child to be enrolled next term, we cannot guarantee to be able to offer you a space when/if you wish to return, as all remaining and unpaid spaces will be given up to waitlisted customers and new bookings.
- Although we endeavour to have the same instructor teach all of their classes for the term, sometimes it is necessary to have classes relieved due to illness or personal reasons. Jolly Roger reserves the right to change the instructor for a class if such a situation arises.



Please return this form to complete your next term booking

Jolly Roger priority customer booking

Please complete this form and return it no later than week 9 of the current term.

PLEASE NOTE – PRIORITY CUSTOMER BOOKING FORMS WILL ONLY BE ACCEPTED WITH THE \$50 DEPOSIT FOR EACH CHILD (ie no internet banking - cash with form only) - unless you wish to pay the full term's lesson amount in one single internet banking transaction

All deposits are non refundable if you decide you no longer wish to keep the booking.

*When a child progresses to the next level, it generally means a different time slot needs to be chosen.
All pre school children presently enrolled on a Friday will automatically be given a Sunday slot if they turn five before or during term 1.*

I wish for my child/ren to be booked into classes next term – YES/NO Child/ren's names:

(1) _____ (2) _____ (3) _____

Please tick one of the below two options:

- ☐ I have included the \$50 cash deposit for each child above
- ☐ I have paid / will pay the full term's cost via internet banking prior to the end of week 9

Terms and conditions

The remaining amount of \$109.50 / \$95 is due on (or prior to) the first lesson of the term, and can be paid directly into our ASB account for your convenience:

Account number: 12-3290-0046464-00

Account name: Jolly Roger Swim School Ltd

Ref: [your child's name].

If you wish to pay via internet banking, and to save incurring late fees, please be aware your payment must be showing up in our account prior to the first lesson, ie payment should be made three days' prior to the lesson.

Please note, if paying after the date of the first lesson of the term (even if your child/ren cannot attend the first lesson), a \$10 late payment penalty fee will be added each week to the outstanding fees, for each child, unless prior arrangements were put in place.

Declaration

- (1) I understand a \$50 deposit is required by week 9 of the current term to secure my child's space for the following term;
- (2) the \$50 deposit is non refundable;
- (3) my child's space is only confirmed upon full payment (which is due prior to the first lesson of the term);
- (4) that a late payment penalty of \$10 for each week the payment is overdue will be added to any outstanding fees (for each child) unless prior arrangements were made.

Name: _____ Signed: _____ Dated: ____/____/____



Jolly Roger Swim School

Learn to swim before walking the plank!

Customer feedback

Name (optional): _____

Child/ren's name/s (optional): _____

How do you feel about the quality of your child/ren's lessons?

☐ Very happy ☐ Happy ☐ Disappointed

How do you feel about the progress your child/ren has made this term?

☐ Very happy ☐ Happy ☐ Disappointed

Are you happy with your child's instructor?

☐ Very happy ☐ Happy ☐ Disappointed

Optional comment, or reason if disappointed with instructor performance:

Why did you choose Jolly Roger Swim School? Please tick as many boxes as are applicable

- ☐ Quality lessons
- ☐ Swimming NZ qualified instructors
- ☐ Recommended by a friend (friend's name) _____)
- ☐ Unhappy with last swimming lesson provider
- ☐ Pool location

Would you recommend Jolly Roger Swim School to a friend?

☐ Yes ☐ No

Would you like to be contacted regarding your feedback?

☐ Yes ☐ No

Any further comments you would like to make:

Your feedback is very important to us. Thank you for taking the time to fill this in this form.

