



Newsletter No 39 – Term 3 2020

In this newsletter

Important dates to put on your scroll	1
Covid-19 and the support we are grateful for.....	2
Covid-19 Alert Levels... ..	2
Have you considered working as a swimming instructor?	2
We have revamped our customer feedback form!	2
Internet banking references.....	3
IMPORTANT NOTICE – Rollover and Fees	3
Webpage and facebook.....	3
Important calendar reminders	4
Forget about a bat phone – ring the PIRATE PHONE	4
And from all of us at Jolly Roger	4
Appendix 1 – Policies and payment deadlines	5

Important dates to put on your scroll...

Term 3 ends on Friday, 25 September 2020. Term 4 commences **SUNDAY**, 11 October and finishes on Friday, 18 December. Term 4 is an 9/10 week term, set out as follows:

Monday with Rob (x9)	130.50	26/10 Labour day
Tuesday with Rob (x10)	\$145.00	No public holidays
Wednesday with Rob (x10)	\$145.00	No public holidays
Friday with Melissa/Erina (x10)	\$145.00	No public holidays
Sunday with Rob / Melissa / Erina / Rach (x10)	\$145.00	No public holidays





TE KAUNIHERA-Ā-ROHE O TARATAHI
CARTERTON
DISTRICT COUNCIL

Covid-19 and the support we are grateful for...

We are so very grateful to **Carterton District Council** for supporting us with a Small Business Grant, to help us meet our running costs in the facility. We operate in a privately owned, club facility. We do not receive funding from ratepayers – like council owned pools. We teach in a three lane, 25 metre pool, which is a huge body of water to heat to an adequate 'learn to swim' temperature (160,000 litres), and which costs a lot to heat! Post Covid lock down, we honoured a lot of credits in heated water, and ran classes capped at four per class – in line with Swimming NZ recommendations. For us to make a profit, we need to run classes capped at 6 per class. This meant we did not make any income during this time, yet we still honoured the lessons, in heated water. We would like to thank both **Carterton District Council**, and **Russell Geange** to enable us to continue with lessons during this very difficult time. Russell kept the pool heated for us, even though we could not pay him anywhere near what we owed to be in the facility. We have been humbled by the support we have received from Carterton District Council and Russell Geange to enable this. We would also like to thank you, our customers, who have supported us during this time... thank you, thank you, thank you – from all of us at Jolly Roger.

Covid-19 Alert Levels... Now we have moved back to Alert Level 2, we have the Covid Tracer poster available in the foyer at the pool, along with a sign in book. Please ensure you fill the book out prior to entering the facility, as well as sanitising your hands. Further information about downloading the app and registering your visit with the app can be found on our facebook page, and in the email we sent out on 12/08/2020. We will continue to keep everyone informed of the current Alert Levels, and what this means for swimming lessons. At this stage, we are business as usual, thankfully!

Have you considered working as a swimming instructor?

We still have not found a suitable person to take a block of Sunday lessons. If you would like FREE swimming lessons for your children, and are willing to work up to three hours every Sunday during term time (never during the school holidays), please email jolly.roger@xtra.co.nz to apply. Free lessons and a bit of pocket money.... Why wouldn't you apply?! NO EXPERIENCE REQUIRED; FULL TRAINING GIVEN. Stop being shy, apply to join our awesome team today! We know how to have FUN!



We have revamped our customer feedback form!

Please find the new and improved electronic customer feedback at the end of this newsletter. It can be filled out electronically and emailed back to us!



Internet banking references... Please ensure you state your child's **FULL NAME** as the reference when making an internet banking transaction. The name can be split between the three reference tabs. We have many children with the same first name or surname – so when you enter your child's first or last name only, we need to try and work out who to allocate the payment to!



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 have 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 and programme into 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 the children in the same family swim at the same or like times.
- **An increased admin fee of \$20 has been added for any student who was rolled over, programmed into classes 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 \$20 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.

All payments are 100% refundable if we cannot take lessons, due to any change in the Covid-19 Alert Levels, as per the Ministry of Health's directive.

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

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. **All deposits are 100% refundable if we cannot take lessons, due to any change in the Covid-19 Alert Levels, as per the Ministry of Health's directive.**

AUGUST / SEPTEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30-Aug	31-Aug	1-Sep	2-Sep	3-Sep	4-Sep	5-Sep
WK 7 - Next term's timetable on display. Deposits or full payment required.						
6-Sep	7-Sep	8-Sep	9-Sep	10-Sep	11-Sep	12-Sep
WK 8 - Next term's timetable on display. Deposits or full payment required.						
12-Sep	13-Sep	14-Sep	15-Sep	16-Sep	17-Sep	18-Sep
WK 9 - Last day to pay deposit or pay in full to enter early payment draw.						
19-Sep	20-Sep	21-Sep	22-Sep	23-Sep	24-Sep	25-Sep
WK 10 - All payments should now be in - 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 remember to keep track of your whereabouts!

Yours in swimming,

Lynn, Melissa, Rob, Erina, and Rach



Appendix 1 – Policies and payment deadlines

Rollover, term dates, payment deadlines and payment policy information

Pricing

Term 4 is an 9/10 week term at a cost of \$130.50/\$145

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.
All payments are 100% refundable if we cannot take lessons, due to any change in the Covid-19 Alert Levels, as per the Ministry of Health's directive.
- 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, 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, and you will have a \$20 fee on your child's account to cover the administration costs of programming your child into the class, if you did not advise us of otherwise by the due date.**

Deadlines for payment – week 9 on your *current* lesson day, ie

Sun 13/09; Mon 14/09; Tue 15/09; Wed 16/09; Fri 18/09

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 4 (week commencing Sunday, 11 October), 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
<p style="text-align: center;">Please complete this form and return it no later than week 9 of the current term.</p> <p style="text-align: center;">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</p> <p style="text-align: center;">All deposits are non refundable if you decide you no longer wish to keep the booking. <i>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 4.</i></p>
<p>I wish for my child/ren to be booked into classes next term – YES/NO Child/ren's names:</p> <p>(1) _____ (2) _____ (3) _____</p> <p>Please tick one of the below two options:</p> <p><input type="checkbox"/> I have included the \$50 cash deposit for each child above</p> <p><input type="checkbox"/> I have paid / will pay the full term's cost via internet banking prior to the end of week 9</p>

Terms and conditions

The remaining amount of \$95 / \$85.50 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!



YOUR FEEDBACK MATTERS

Name (optional): Click or tap here to enter text.

Child/ren's name/s (optional): Click or tap here to enter text.

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

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

Are you happy with your child's instructor? Choose an item.

Optional comment, or reason if disappointed with instructor performance:

Click or tap here to enter text.

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
- ☐ Unhappy with last swimming lesson provider
- ☐ Pool location
- ☐ You saw an advertisement on *facebook*
- ☐ You saw an advertisement in a newspaper
- ☐ You received a flyer

Would you recommend Jolly Roger Swim School to a friend? Choose an item.

Would you like to be contacted regarding your feedback? Choose an item.

Any further comments you would like to make?

Click or tap here to enter text.

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

