



Winter Update

This newsletter contains important information. Please read it! Doing so could save you for example turning up to lessons that are not taking place due to events such as galas!

Term dates

2010

Term 2: 11 weeks

4 January to 28 March
excluding half term
(15 -21 February)

Term 3: 13 weeks

19 April to 25 July
excluding half term
(31 May – 6 June)

No lessons

For Madeline's swimmers, there will be no lessons on:
27 & 28 January 2010
12 February 2010
13 March 2010

Badge dates

Weeks beginning:
22 February 2010
7 June 2010



Help control costs by paying fees on time

An increasing number of parents are not paying for lessons on time with the effect that our costs are increasing.

Since we started the business we have tried to keep these to a minimum. One way of doing this has been through termly invoices, paid within seven days of the first lesson taking place.

So that other parents do not suffer through us

having to increase our rates to pay for this added administration, we have recently instructed debt collectors to recover money owed to us. Two cases have ended up in court where defaulting parents have had to pay for the lessons, a late payment fee and the related court costs.

We don't like taking this action and have done so reluctantly and as a last resort. Swimcats has bills

to pay too so we had no option.

In addition to our terms requiring payment within seven days of the first lesson, they also include the right to levy a 20% late payment fee. We have not enforced this in the past but in an effort to get our fees paid we will be doing so from January.

So please pay for lessons on time and avoid all such unpleasantness.

Gain extra benefits through Swimcats

Swimcats is always looking to help families by agreeing discounts with other organisations.

If you run a business and would like to offer other parents a discount, please get in touch and we will publicise your offer in our next newsletter.

Chance to de-stress?

Fancy a bit of de-stress – at a specially discounted Swimcats rate?

Christina, one of our parents in South Brent, has launched her own business called Silk Therapies.

A qualified nurse and member of the Federation of Holistic Therapists, Christina specialises in holistic massage, Indian head, (ITEC level 3) and Hopi candles.

Christina is offering a 10 per cent discount to fellow Swimcats parents. So if you fancy something different, call her on 07989 387097 or email christina@silktherapies.co.uk Mention Swimcats when you book to get your discount.

Fancy a massage?

Not sure what to do whilst your children are having

their lesson at New Continental? Fancy a massage or beauty treatment? Book in with Kate at The Beauty Suite via reception and she'll give you 10% discount if you mention Swimcats.

Cut price swimming

Through Swimcats, discounted swimming rates continue to be available at both the New Continental and Holiday Inn Hotels in Plymouth.

Books of 10 swimming vouchers can be bought at £20 for children and £40 for adults.

Badge success for swimmers

A record number of children passed their badges this term so a big well done to them all.

What was particularly pleasing for us was seeing children that started with us in parent & toddler groups now getting their stage 2 at four years old. A great indication of the progress children make.

If you haven't received your certificates yet it's because they're still on order. If they're not there for your first lesson in January please email jacqi@swimcats.co.uk

Emailing invoices on hold

Our plans to send invoices by emails have encountered a technical problem.

Some parents have been unable to access them so we are working on a solution and hope to have this approach up and running for next term.

Invoicing by email would help control cost by avoiding postage so it is in everyone's interests that we find a way of doing this.

Illness impacts on lessons

We have been hit quite badly with staff illness this term.

We do our best to contact all parents where cancellations are made so as to avoid wasted trips.

If you haven't updated your contact details please do so. There have been several instances where we have left text messages for parents only to discover that a mobile number had been changed. The cancellation message therefore did not reach the parent due to Swimcats having an outdated number.

If you have had lessons cancelled and believe you haven't received a refund or a make-up lesson please contact Jacqi.

Reminder

As with all businesses, VAT reverts to 17.5% on 1 January and our invoices will reflect this.

In brief

Teacher changes

We are swapping teachers with Australia!

As Robyn leaves us to head down under, Steph Banham is busy packing and heading this way to replace her!

Having been with us for three years, we will miss Robyn but we are looking forward to welcoming Steph.

Find us on Facebook

Swimcats now has a Facebook page. To 'become a fan' follow the link from the contact page on our website www.swimcats.co.uk

We will post reminders of diary dates as well as the occasional discounts so keep an eye on the page.

Tell us if leaving

Each term we have children leave us without parents telling us! If you're planning to leave for whatever reason, please let us know so we can shorten our waiting list.

Seasons Greetings

We wish you all a really good Christmas and a Happy New Year. We look forward to seeing you all week beginning 4th January - at your usual time unless we have already re-arranged a time with you.

**Madeline Allen
Jacqi Chalmers**

OFFICE

The Business Centre
2 Cattedown Road
Plymouth
PL4 0EG

PHONE

01752 264466

E-MAIL

jacqi@swimcats.co.uk
madeline@swimcats.co.uk

ASA qualified
instructors

CRB checked

Trained in child
protection