



Term 4 Newsletter

Mid-term newsletter from the Swim School Team



HOLIDAYS ARE COMING!

The festive season is approaching rapidly with only 4 more weeks of term remaining. Our **Wavebreakers End of Year Pool Party** will be held on **Saturday 16th December 2017** from 11.30am – 1.00pm. This is a free, family fun event for all of our current students and their families. We will have the slides and water features running, inflatables out and other fun activities around the facility along with our teachers and staff joining in the fun plus a couple of special visitors dropping in! **RSVP is required** for this event though at <https://h2oxstream.com/wavebreakers-pool-party>

For those of you with under 5's, we are also holding a special **Christmas Themed Toddler Time** which is one of our Xstream Toddler Time events. This will be held on **Tuesday 12th December** from 9.30-11.30am, general entry fees apply.

SCHOOL HOLIDAY LTS PROGRAMME

Wavebreakers will be running its Holiday Learn to Swim Programme over the summer break. These classes are for school age children (5yrs+) and pre-schoolers who are confident in the water (3.5yrs+). They run every morning for a week and you can do either or both of the weeks, subject to availability. The cost is \$55 per week for pre-school and levels 1-3, and \$60 per week for Level 4. Enrolments are now open for these classes and fill up quickly so don't delay if you are interested!

CLASS LEVELS AND TIMES:

Week 1 15th – 19th January 2018

Week 2 23rd – 26th January 2018

Time	Level	Class
8.30-9.00am	Pre-school	Confident Oct 2 and up (in lane pool)
9.00-9.30am	Level 1	Starfish and non-confident swimmers
9.30-10.00am	Level 2 Beginner	Jellyfish/Seahorses/Seals
10.00-10.30am	Level 3 Improver	Marlins/sharks
10.30-11.00am	Level 4 Advanced	Dolphins and squad



Please note there will be no lessons on Monday 22nd January 2018 as it is Wellington Anniversary Day

REBOOKINGS FOR 2018

Rebooking opens for current customers on Saturday 2nd December 2017. The process will be the same format as last term;

- All current Wavebreakers students will be automatically enrolled into class for Term 1 2018.
- If a student has been approved to move up a level this will be done automatically when we rebook the students.
- Students will be enrolled into a class at the required level on the same day and at the closest time to their current class that we can achieve.
- Where we cannot put a student in a class that is close to their current day/time we will contact you directly.

- **Rebooking information for current students will available at reception from Saturday 2nd December 2017.**
- If you are happy with the class you have been booked in you can pay to confirm your place either in person at reception or by card over the phone – *please note your place is reserved until Sunday 10th December ONLY.*
- For students wishing to change class time or day or for queries about levels; please contact the rebooking coordinator through email wavebreakers@h2oxtream.com or by leaving your contact and query details at reception. The bookings coordinator will then contact you during the initial rebooking week to discuss options and availability etc.
- **Rollover bookings close on Sunday 10th December 2017.**
- Any students that have not paid for the next term or contacted the bookings coordinator will be removed from the class lists, those on the waitlists will be contacted and offered first refusal on places now available.
- **General bookings open at 12.30pm on Monday 11th December 2017.**
- Any remaining spaces will be made available on a first-in-first-served basis.

New customers can book in from 12.30pm on Monday 11th December 2017 so if you want to keep your space, you need to make sure you have paid in full before close of business on Sunday 10th December 2017 or contacted our rebooking team on wavebreakers@h2oxtream.com before this date.



POLITE NOTICES

We understand everyone's frustration with the amount of "code browns" that have hit our pool lately. Whilst we can't control what people are doing once they are in the water but we can try and prevent these from happening. Our team have been working very hard with the Regional Public Health on how we can better prevent these code browns happening. We really can't stress enough the importance of people going to the toilet before they swim.

Parents please work with us and ensure all your children are toileting before entering the water. If your child is under four it is compulsory they wear an aqua nappy even if they are toilet trained. If you or your children have had diarrhoea (upset tummy) in the last 2 weeks please don't go into the water. We are also finding that 4 – 7 year olds get over excited and don't want to get out of the water to go toilet, parents please be mindful of this.

We are really doing everything we possibly can to resolve this issue and if you have any suggestions that might help please let our team know.



EMAIL COMPETITION

Congratulations to Lani and her son Jack, winners of free swimming lessons for a term! Thank you to all those that have made sure your contact email is up-to-date on our records. If you wish to update your information at any time, please talk to the receptionists and they will be able to do this for you.

SWIM SCHOOL STAFF

A very warm welcome to our newest swim school instructor, Callum. Callum started teaching with us this term and has been settling in well teaching all school age levels.



AQUATICS CONTACT DETAILS

If you have any questions, queries, suggestions, issues or concerns then please contact the Vivian, Aquatics Team Lead, via email Vivian.Christy-Jones@uhcc.govt.nz or calling (04) 529 0093. Alternatively you can always email wavebreakers@h2oxtream.com or use the facility suggestion/complaints box at reception.



Enjoy the break and see you in 2018!