



Dear Parent / Guardian,

Oct 2009

## EMAIL UPDATES

We are starting to introduce email updates, which will include payment reminders, newsletters and any other Aqua Ed information that you would need to know. If you are interested in receiving these updates please retrieve a form from reception.

## WINTER BREAK AND GALA

This course interprets a 2-week winter break, which is on the following dates **21<sup>st</sup> December – 3<sup>rd</sup> of January**. There is also the annual Biggleswade Swimming Club Open Meet, which is held on the **23<sup>rd</sup> & 24<sup>th</sup> January** the money has been taken off the overall price of the course.

## REFER A FRIEND

There will be an Aqua Ed open day on the 7<sup>th</sup> November 2009 (9am –1230am) where there will be a chance to book onto the Aqua Ed programme ready to start week beginning the 9<sup>th</sup> November. New customers that book on during this day will be entered into a prize draw that includes an Adult Annual Swim Membership and a 10-week course of swimming lessons (**WORTH UP TO £299\***). If you refer a friend to the Aqua Ed scheme then you too will be entered into the draw when your friend mentions your name on booking.

\*Terms and Conditions apply

## AQUAED PROCEDURES

Just a reminder of the enrolment procedures:

### **Week 1**

Report to reception. Report to swimming teacher on poolside where a new swimming hat will be provided if required.

### **Week 7 + 8**

Payment must be made at reception by 5pm on the Sunday of week 8 to guarantee your space on the AquaEd scheme for the following term. If you have not paid for your child by this time, it will be assumed that you no longer wish to keep your space on the scheme, and it will be allocated to a new swimmer.. Reports will be handed out week 7 & 8.

### **Week 9**

Any movement between stages and/or days will be available between 9am on the Monday morning of Week 9 until 5pm on the Sunday of Week 9. Change of lessons may only be completed in person at the movement desk on reception with a promotion slip. Please note that movement will take place for the whole of this week and not just Monday morning.

### **Week 10**

All available spaces in the Aqua Ed scheme will be offered to those on the waiting list. Swimming badges and certificates will be available from reception from this week

**We operate a zero tolerance policy regarding any form of physical or verbal abuse towards our staff. Any persons seemed to be abusive to any member of staff will be asked to leave the premises and may incur a ban from the centre and Aqua Ed.**

Will Jones

Sports Co-ordinator  
01462 611591

[William.Jones@Stevenage-Leisure.co.uk](mailto:William.Jones@Stevenage-Leisure.co.uk)

## Next Term Dates

Course Start Date	Payment For next term	Payment deadline	Change of lesson stage / day for following term	New Intake from waiting list
9 <sup>th</sup> Nov 2009	5 <sup>th</sup> Jan – 17 <sup>th</sup> Jan 2010	Sunday 17 <sup>th</sup> January, 5pm	18 <sup>th</sup> Jan – 24 <sup>th</sup> Jan	25 <sup>th</sup> Jan 2010