



# C&M Aquatic Centre

## OCTOBER 2020 NEWSLETTER

### TERM 4 IS ABOUT TO BEGIN, WELCOME!

**Welcome back and welcome to those new to C&M Aquatic Centre.**

To those who have just returned after the Covid break it has been a while since we have spent time together, we cannot wait to welcome you back to the pool!

Since C&M Aquatic Centre reopened the doors back in Term 3 some things have changed to help our community to be CovidSafe, but what hasn't changed is its quality and service to our dear customers.

What has changed:

1. Log on to your Online Portal for:
  - Contactless check ins
  - View your child's progressions
  - Cancel or book a make up lesson
  - Make changes to your person details including banking details
2. Scan the QR code for contact tracing
3. Social distance & follow the guidelines around the pool area
4. 1 parent per family where possible to reduce the number of occupancy limits
5. Students in squad levels are recommended to be dropped off and picked up after their completion of their lesson

6. Students from Dolphin levels & above are to bring along their own equipment

## WHAT'S HAPPENING AT C&M AQUATIC CENTRE

- **Term 4**  
Starts Monday 12th October to Saturday 19th December  
(10 week Term)
- **Week 3 - Halloween Dress Up Week**  
Monday 26th October to Saturday 31st October
- **Week 5 - Safety Week**  
Monday 9th November to Saturday 14th November



## SPOTS ARE LIMITED!

Due to Covid-19 we are restricted with class number limitations. If you are wanting to book into lessons, now is the time! To avoid disappointment, get in quick.

For all booking please see or contact our friendly reception staff on 9774 2297 or Email us to [contact@cmaquaticcentre.com.au](mailto:contact@cmaquaticcentre.com.au)

## ABSENCES & MAKE UP POSITIONS

Term 4 bookings are quite full and make up lessons cannot be guaranteed. To ensure all can receive a make up during this peak season please advise C&M Aquatic Centre that your child is unable to attend their swimming lesson, no later than 2 hours prior to their lesson, as outlined in the Terms & Conditions.

**To notify the Centre you can:**

**Cancel your lesson on your online portal**

**Text message to C&M Mobile 0437 286 784**

**Contact Reception on 9774 2297**

## **WEEK 3 - HALLOWEEN DRESS UP WEEK**

**Monday 26th October to Saturday 31st October**

During the week of Halloween come join us in a little bit of fun and dress in your favourite Halloween outfit and have a SpOoKaTuLaR time! Have your photo taken for our photo board which is located in Reception.



## **WEEK 5 - SAFETY WEEK**

**Monday 9th November to Saturday 14th November**



Learn to swim is an essential life saving skill and as we are a health & safety based industry striving to provide the skills and experience for all to be **SAFER, STRONGER, SWIMMERS** in all water environments and ultimately reduce drownings within Australia.

Covid-19 has impacted children all over Australia & the world, regressing their swimming ability due to the break away from the pool which could jeopardize their safety this Summer.

To prevent drownings we conduct a safety based lesson during week 5 of every term.

**What you need to bring:-**

- Swimming Cap
- Light summer clothing or Pyjamas (to wear over your swimwear).
- Bag for wet clothing

## Covid Safety at C&M Aquatic Centre

We will continue working with you as we share the responsibilities to help keep our community safe as we teach valuable life saving skills.

# We have a COVID-19 Safety Plan and are committed to keeping you safe.



Physical  
distancing



Hygiene and  
cleaning



Record  
keeping



Wellbeing of staff  
and customers



## **NO VIDEOING ALLOWED**

We ask all patrons to be respectful of our Terms & conditions, to our instructors and surrounding students for their right to privacy as they conduct their lessons.

As stated in our Terms & conditions there is strictly **NO VIDEOING** in the centre.

Photography is only permitted if the images are only of your child and that you have obtained consent from C&M Aquatic Centre staff.

If in doubt please see our Pool Deck Supervisors.

## **IMPORTANT MESSAGES**

### **Families attending swim lessons**

We ask only 1 parent or carer per family to bring students to lessons to reduce numbers in our centre.

For our older students (12 years and older) we ask parents to drop off and pick up at the end of their lesson.

No student will be allowed to leave the centre without the permission of parents.

### **If you or your child is sick?**

The health of our customers, students and staff at C&M Aquatic Centre is our number one priority. We would like to remind parents that if you or your child is unwell, **NOT** to attend swimming lessons. Please notify the centre 2 hours prior to

your child's lesson via text message to **0437 286 784** with your child's name, class, time and a reason for absence. [Refer to T&C's on our website for C&M Aquatic Centre makeup\\_policy.](#)

**Did you leave a voice message?**

At times we do receive a higher number of incoming calls and may not be able to answer your call, if you leave a brief message with your name, contact number and a reason for your call we will ring you back ASAP.

**I want to cancel my swimming lessons?**

As all bookings at C&M Aquatic Centre are perpetual, they do not have an end date. It is the customers responsibility to provide a Cancellation Form to stop your swimming lessons. **A Cancellation Form MUST be submitted in order for your booking to be cancelled and to stop future direct debit payments.**  
[To download a cancellation form from our website click here.](#)