



Happy Half Term!

We hope you're all enjoying the autumn and looking forward to a little Halloween fun! This month's newsletter is packed with a few helpful reminders and details of our Halloween pumpkin carving competition, where you could win a month of swimming lessons!

Have a quick read when you get a chance, and as always, thank you for being part of Ducks2Water. We really appreciate your support and love seeing your little swimmers grow in confidence each week.

Updating your child's health information

If your child has any health issues or particular needs, it can be very helpful for the teachers to be aware of this. This information can be recorded in the Customer Portal. Simply click on your child's name and tap on the green button.

Health Information

Add Health Information

Select the most appropriate category from the drop-down list and if required add more information in the Note box. Please be aware that the information you give can be seen by the teachers. Do not record information that you wish to remain confidential.

Know someone who'd love swimming with Ducks2Water?

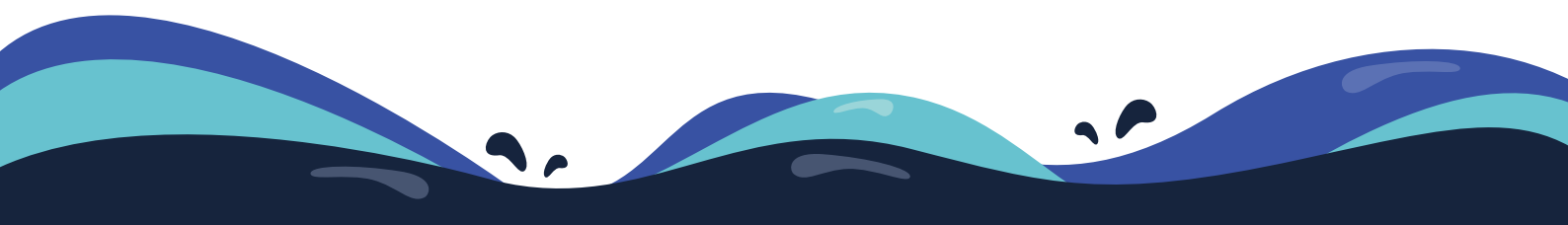
As you are aware offer free trial lessons for new swimmers, so please spread the word to friends and family! You can also request a trial for a sibling of a swimmer who already joins us.

We've made booking a trial even easier. Simply get in touch to request a free Trial Lesson voucher. We'll email you the voucher along with simple instructions on how to book a convenient time.

Progress Boosters: A little extra support when it's needed

We've made it easier for parents to book Progress Booster lessons. If your Poolside Manager identifies that your child would benefit from some extra support, they'll issue the vouchers and email you with simple instructions on how to book.

A quick reminder that Progress Booster lessons can only be booked once vouchers have been issued by your Poolside Manager.





Progress Boosters are designed for swimmers who may have reached a plateau in their progress and need a little extra help to move forward. They're completely free of charge and are offered in addition to your child's usual weekly lessons. We're proud to offer this extra support to help our swimmers keep building confidence and developing their skills!

Photography and Video

A quick reminder that, under section 16 of our Terms and Conditions (available in the Customer Portal), photography and video recording are not permitted during swimming lessons.

This is an important safeguarding measure designed to protect all our swimmers, families and team members.

Please help us keep everyone safe by respecting this rule at all times, including when watching lessons from the viewing gallery at RGS.

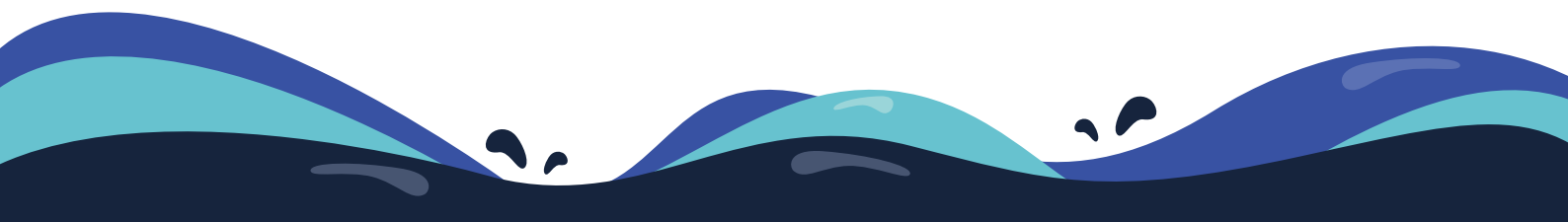
Safeguarding and Changing Room Use

We've updated our policy for the use of changing rooms and shower areas to help protect the privacy, dignity and safety of all our swimmers and families.

Please take a moment to familiarise yourself with the following guidelines:

- Under 8s: Children should use the changing room that corresponds to the gender of their accompanying parent or guardian.**
- Aged 8 and above: Where safe and appropriate, children are encouraged to use the changing room appropriate to their own gender independently.**
- Privacy and respect: Please be mindful of others and respect everyone's privacy and dignity when using changing and shower areas.**
- Additional needs: Reasonable adjustments should be considered for children who need extra support or supervision. In these circumstances, the changing room used should correspond to the gender of the accompanying parent or guardian.**
- Mobile phones: Phones must never be used in changing rooms or shower areas. If your phone rings while you're in the changing area, please leave it in your pocket or bag and return the call later. This helps protect everyone's privacy and avoids any concerns about inappropriate phone use.**

If you see anything that concerns you or appears inconsistent with these guidelines, please speak to the Poolside Manager immediately.





Refer a Friend – Get £15 Credit Each!

Love swimming with Ducks2Water? Why not spread the word! When you refer a friend who makes a confirmed booking, you'll both receive £15 credit towards your account.

There's no limit to how many friends you can refer, so you can earn £15 for every new customer who books with us.

How to refer a friend

1. Find your personal account code. (It was included in the email sending this newsletter) If you can't find it, log in to the [Customer Portal](#).
2. Tap or click the amount under Account Balance (this may show £0.00), then select **Show Closed Invoices**.
3. Open the PDF of any previous invoice. Your account code is shown underneath Date Issued and above Facility.
4. Share your code with your friend. When they book, they should enter it in the Enter promo code box and click **Apply** before selecting **Confirm & Continue**.

That's it! Once their booking is confirmed, you'll both receive your £15 credit. Thank you for helping our Ducks2Water family grow!

Half Term Fun & Our Pumpkin Carving Competition!

Everyone at Ducks2Water hopes you have a lovely half-term break! Our last lessons before the break are on Sunday 25th October, and we'll be back in the pool from Monday 2nd November.

Looking for a little half-term activity? Get creative with our Pumpkin Carving Competition!

To enter, simply share a photo of your finished pumpkin design on social media and tag us:



Instagram: @ducks2waterswimming



Facebook: @ducks2water

You'll be in with a chance of winning a month of free swimming lessons! We can't wait to see your spooky, silly and creative designs.

Happy carving!

