



PHIZZY KIDZ

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MOVEMENT & SPORT DEVELOPMENT

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June 2009

Dear Phizzy Kidz Parent / Carer

With the end of the term approaching fast, we want to thank you for your commitment during the term. We trust that your children enjoyed the sessions thoroughly. Feedback is always welcome.

RE-ENROLMENTS:

We are taking re-enrolments NOW for term 3. Please be aware that enrolments will be open to new customers from Sunday 14 June 2009. We advise you to fill in the tear-off slip as soon as possible and return it before 14 June, as we will be out of the country from 14 June – 17 July. Re-enrolments can also be confirmed via e-mail or telephonically *after* 14 June. The re-enrolment form acts as a contract and therefore upon signing it, you undertake to settle your account, regardless of whether your child attends the sessions or not. With the re-enrolment your child's name is put on the class list, and therefore he/she occupies a spot. Cancellations will be accepted before the start of the term on Monday 20 July 2009.

TERM 3 DATES AND FEES:

Take note that term 3 starts on **Monday 20 July to Saturday 26 September**. This is an 8 week term, with the last 2 weeks reserved for catch-up sessions. The fee for the term 3 remains **\$100-00** (\$90 for siblings) and is payable by Saturday 22 August 2009. Invoices can be issued on request. Pay-as-you-go sessions will be \$12-50 per session (no discount for siblings).

OPTIONAL HITTING SESSIONS AND INDIVIDUAL SESSIONS (TENNIS ONLY):

We are excited to announce that we now also offer hitting sessions as well as individual sessions to our clients. **Hitting sessions** are extra and optional one-on-one sessions with the coach where the player gets the opportunity to put acquired tennis skills learned during the normal weekly sessions into practice. These sessions run for 20 minutes and cost only \$10-00 per session.

Individual sessions are offered to children who wants to excel or to children with special needs. It involves technique training and coaching as with normal group sessions, but only on an individual basis with the coach. These sessions run for 40 minutes and cost \$30-00 per session. Individual sessions can also be combined with hitting sessions (1 hour sessions). Please arrange with Gawie for an appropriate day and time.

RACKETS:

Tennis rackets are for sale for \$25-00. Please consult with Gawie for appropriate racket size for your child. You can also bring your old, usable rackets to us for recycling for which you will earn \$5 per racket when purchasing a new one.

COMPETITION:

Phizzy Kidz runs a competition during the start of each term. Each term, all the enrolments will come into a draw to win **one** of three prizes: 1st prize: One term of free lessons (\$100-00); 2nd prize: Half term of free lessons (\$50-00); 3rd prize: Quarter term of free lessons (\$25-00). The draw will take place by the end of the first week (Saturday, 25 July 2009).

PROTECTION:

We encourage the children to bring sun protection (i.e. a hat and sunscreen lotion) to the sessions, as well as a drink (preferably water – no soft drinks). Suitable clothing and footwear (trainers) will also benefit the children.

REFERRALS:

Remember to tell your friends about Phizzy Kidz – for every referral made by you that enrolls, your child will receive a **free** lesson in the following term! Please remind us of clients you referred when settling your account.

CUSTOMER SATISFACTION SURVEY:

Phizzy Kidz is operating for nearly 2 years now, and we need to review the quality of our customer service. Therefore we are seeking your honest advice and opinions in order to improve Phizzy Kidz' services. This is also an opportunity for you to write a testimonial about our services that might appear on our Website which is in process of construction. You are under no obligation to complete this questionnaire; however, your opinions (positive and/or negative) are important to us. The form can be completed anonymously, if you prefer. We appreciate the time you took to complete it.

We wish you all the best for term 3!
Gawie & Antoinette



RE-ENROLMENT AND PERSONAL DETAILS UPDATE: TERM 3 OF 2009

Child 1: _____ DOB: _____ Day: _____ Time: _____

Child 2: _____ DOB: _____ Day: _____ Time: _____

Child 3: _____ DOB: _____ Day: _____ Time: _____

Hitting sessions - tennis: (tick if interested) Individual sessions – tennis: (tick if interested)

Tel: _____ E-mail: _____

I, the undersigned, understand that I will receive an invoice for the child (ren) listed above and that I will settle the account in due time.

Signature: _____ Date: _____

SURVEY: JUNE 2009

Name (optional):			
Please circle:	Gym	Cricket	Tennis

INSTRUCTOR	Excellent	Good	Fair	Poor
1. The instructor's lesson presentation skills				
2. The instructor's management skills				
3. Correspondence and communication skills				
Other / remarks:				

SESSIONS	Excellent	Good	Fair	Poor
1. The appropriateness of the activities				
2. Appropriateness of apparatus / equipment				
3. The duration of the sessions				
4. Appropriateness of rewards				
5. The value of the evaluations				
Other / remarks:				

CHILDREN	Excellent	Good	Fair	Poor
1. My child's experience of Phizzy Kidz				
2. The amount of skill development				
3. Amount of fun during sessions				
Other / remarks:				

