



**Welcome to....**

**Botswana's most successful swim school**

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# Welcome To DMSS

Winners of the National Trophy for 19 years; the largest contributor to Botswana National teams, 6 x Olympic swimmers; a state-of-the-art indoor facility; a Swim America curriculum and more than 20 years of experience - DMSS is Botswana's most successful swim school!

This is a step-by-step guide on how to enroll with us, our policies, best practices, and everything you need to know about your swim journey with DMSS...



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# About Us

## OUR FACILITY

Our state-of-the-art facility boasts two heated training pools, a coffee shop, a pro shop, a chill zone, a strength-training deck, and spacious change rooms.

## OUR LOCATIONS

Besides our main facility in Sethloa Village, Block 10, find us at Virgin Active's 5-star gym, Northside Primary, Enko Botho Schools and Peo Pre Schools.

## OUR CURRICULUM

We offer the best learn-to-swim curriculum in the world - SwimAmerica. All our programs are technique-driven, goal-oriented, providing a well-rounded approach to swimming instruction.

## OUR COACHES

Our coaches are SwimAmerica certified and have undergone rigorous training in swimming instruction, CPR, and first aid, ensuring that your child is in safe hands.

## OUR HISTORY

Founded by Darrell Morton in 1999, DMSS has grown to over 900 students and remains Botswana's swim school of choice.

## OUR BRAND PROMISE

"To make swimming the best part of your day!"

## OUR MISSION

"To provide the highest quality swim program in Africa."



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# Our Programs

## LEARN-TO-SWIM

Children are assessed and placed in the appropriate group, where strokes are taught step-by-step with clear goals at every stage. Regular progress checks are carried out to monitor accomplishment of the stations advancement goals.

## HIGH PERFORMANCE

Quality training is provided across entry-level, junior, and senior elite squads, with a focus on efficient workouts and personalized guidance. Emphasis is placed on mental readiness, race strategy, and perfect stroke technique, with strength training classes also available.

## ADULTS

Our program helps adults at all skill levels, from overcoming water fear to refining strokes and preparing for Masters events and triathlons. Tailored classes meet individual needs and are available mornings, evenings, and weekends.

## AQUA AEROBICS

Our program offers low-impact exercise to boost fitness and cardiovascular strength, requiring basic swimming skills. Group classes also encourage social interaction.

## PRE-SCHOOLS

Our program builds water confidence in nursery school children through fun morning lessons at school, with transport provided. Safety is our top priority. We also work with special needs schools and swimmers are taught by our coaches who are trained in the SwimWhisperer method, a U.S.-based program designed for swimmers with learning difficulties.

## OPEN SWIMMING

For independent training, we offer open swim sessions at convenient times: early mornings, lunchtime, and evenings at P330 per month.

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# Easy Registration

## First Time Registration

- 1 Visit [www.dmss.co.bw](http://www.dmss.co.bw)
- 2 Click on > Sign Up
- 3 Complete online registration and book your free assessment\*

\*Adults and preschool students don't need an assessment—just register and book a class.

## Book A Class

- 1 Visit our client portal at [dmss.co.bw](http://dmss.co.bw) or mobile app
- 2 Make online payment at [dmss.co.bw](http://dmss.co.bw) or inquire for EFT options
- 3 Start attending classes.

## Gala Registration

- 1 Visit [dmss.co.bw](http://dmss.co.bw)
- 2 Sign into Portal
- 3 Click on Events > Select Gala > Register

\*To participate in galas, you need to be a member of both DMSS Gators Swim Club and the Botswana Swimming Sports Association (BSSA). There is a set annual fee, and the competitive year starts on May 1st.

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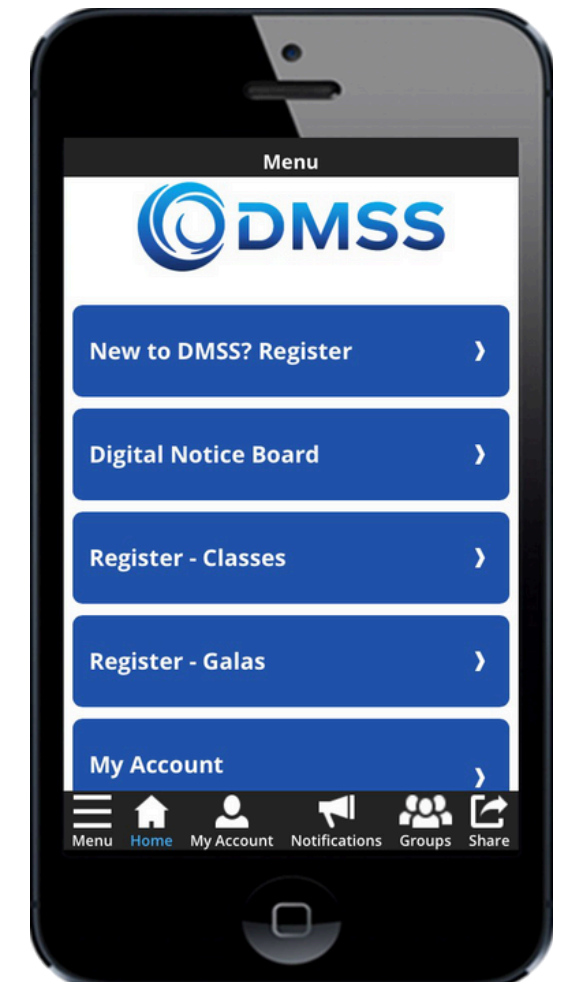
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# Save time with the DMSS App!

Access everything DMSS offers on the go. Booking is fast, simple, and convenient, with all you need right at your fingertips.

## The DMSS App

-  Register for a class
-  Register for a gala
-  Receive important notifications
-  View billing and accounts statements
-  Update family user profiles



## Book a class using the App

- 1** Login to the DMSS App
- 2** Select Register - Classes
- 3** Select the Group
- 4** Select your Classes, day and time
- 5** Make online payment at [dmss.co.bw](http://dmss.co.bw) or inquire for EFT options

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# Best Practice & Responsibility

## Commitment to Full Season:

- Signing up commits you to the full season and associated fees. Review the fee schedule and prepare accordingly.
- Early cancellations incur penalty fees. Notify DMSS in advance of any changes. Slots are reserved immediately, so regularly check and confirm your schedule.

## No Catch-Up Lessons & Refund Considerations:

- Catch-up lessons aren't offered, even on public holidays. Plan your attendance and inform the office of any cancellations.
- Refunds are only considered for serious circumstances. Contact the office promptly if you believe you qualify.

## Discounts

- Get 7.5% off when three or more family members enroll together. Enjoy 10% off on your friend's first full term and your next term when you refer someone through our program.
- Receive 10% off for corporate groups of 10+ employees. Look out for occasional Early Bird offers.

## Training and Conduct

- Wear compulsory DMSS caps during training and galas, and comply with all training policies.
- Abide by the Code of Conduct set by DMSS, BSSA, or swim event organizers.

## Virgin Active Membership and Open Swimming:

- All swimmers must arrange their Virgin Active Gym membership directly with the gym. For those under 16, a parent must be present during lessons.
- Open swimming: For competent, independent swimmers only.

## Terms and Conditions

- By participating in any of our programs or using our facilities, you agree to our standard terms and conditions, which include the indemnity agreement.
- These terms are acknowledged during online registration and may be reaffirmed periodically.

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# Swimmer's Checklist



■ Station 1 - 5,  
Adults

■ Entry Squad

■ Bronze Squad

■ Silver & Gold Squad



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# FAQ's

## **SHOULD MY CHILD SWIM IN WINTER?**

Yes! The risks of drowning-related issues do not go away in winter, so lessons should too. Our year-round DMSS program, with heated indoor pools, ensures children avoid regression and continue improving.

## **WHAT AGE CAN MY CHILD START SWIMMING?**

Our swim lessons are available for children 3 years and up. No matter what age your child is, it is NEVER too late to start swim lessons - this applies to adults too!

## **WHAT HAPPENS IF MY CHILD CRIES?**

Crying is normal in swim lessons. Our trained coaches and site supervisors handle it effectively. Rather than pulling your child out, stay out of sight to help them focus.

## **HOW OFTEN SHOULD MY CHILD ATTEND SWIMMING LESSONS?**

We recommend two lessons per week for consistent skill development. Year-round swimming twice a week is more effective than daily sessions in summer with a winter break. As they progress, additional classes may be needed.

## **CAN I WATCH MY CHILD'S LESSON UP CLOSE**

No, we don't allow this at DMSS. To encourage independence, parents should stay in the comfortable seating area provided at the DMSS cafe. Standing on the pool deck distracts children and hinders their progress.

## **WHAT IS YOUR MAKEUP POLICY?**

We do not offer makeup lessons. Missed sessions are forfeited, as makeup sessions would disrupt our schedule and compromise program quality.

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# Contact Information

## Office Hours

Monday to Friday : 08:30 - 17:00

Saturday : 09:00 - 12:00

## Office Contacts

Tell: (+267) 7161 9388 / (+267) 397 3383

Email : admin@dmss.co.bw

75791 Setlhoa Village, Block 10, Gaborone

## Urgent Questions or Issues

The best way to reach us with urgent issues is to call us. We respectfully request that you don't text or call outside office hours unless it is an absolute emergency.

## Technical Questions

For technical questions please speak to our Site Supervisor. For administration questions speak to our pool deck administrator or office admin.

