

SETTING UP CUSTOMER PORTAL

Enjoy the convenience of your own Customer Portal. View your bookings, advise that you can't make a lesson, book a make-up, move the time and day of your booking, set up your payment information and book into School Holiday Programs.

To set up your Customer Portal

1. Receive an email from us
2. Click on the link
3. Enter your details as requested on the screen, including your password
4. Click on 'Sign Up'
5. You will receive a confirmation email
6. Click on the link and you will be logged in

Set up Direct Debit Information

1. On the Dashboard, you will have your Account Balance displayed along with the ability to viewing account and 'Add Information for Payments'
2. Click 'Add Information for Payments', enter your payment information and 'Add Card'
3. Automatic Payment is enabled, you can click 'Make Payment' or payment will be automatically completed with 4 - 6 hours.

Make payment of an invoice

1. On the Dashboard, your Account Balance is displayed along with the ability to view outstanding invoices
2. Click on make payment
3. Enter card details and click "Confirm"

Absence from a lesson

1. Click on bookings at the top of the page
2. Click on Details for the day and time you can't attend
3. Click on "Unable to attend"
4. Then click on "Confirm"
5. You will see the booking has been cancelled for the nominated day

To book a make up

1. Click on "Make Booking"
2. Choose the person the make-up voucher will be for
3. Select a make-up lesson day and time
4. Then click on "Make Booking"

To move a booking (time and day)

1. Click on bookings at the top of the page
2. Change Day & Time
3. Click on the child that you want to move (you can only move one at a time)
4. All available sessions will be displayed
5. Select the booking that suits you best
6. Select your starting date
7. Click 'Confirm First Session'
8. Click 'Confirm new Date & Time'
9. You will also receive a booking confirmation email with all the upcoming bookings for all swimmers on the account.

Book into the School Holiday Program

1. Click on Enrol into a new class
2. Select the Facility and then the person
3. Click on the tab for School Holiday Programme
4. Select the applicable Course
5. Select the time
6. Confirm First Session
7. Confirm Booking & Reserve Spot
8. Review the booking and click Complete Booking
9. The booking will be displayed