



## **New System For Bookings, Wave Swim School and Tills Frequently Asked Questions**

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## General Questions

### **Why is Wave updating its systems?**

This innovative system will help us monitor how busy our facilities are better than ever before, which will mean we can improve what we offer to customers at each site.

### **When will the changes happen?**

Most changes will happen from 6am on Monday 4<sup>th</sup> March, but there will be a few changes which roll out gradually after this.

### **Do I need a new membership card?**

No, your current membership card will continue to work.

### **I have an American Express or Discover Card, will I still be able to use it with Wave?**

Unfortunately, we will no longer be able to take card payments in centre or online by American Express and Discover Cards. These changes do not affect membership payments by direct debit.

### **Will you need to take a photo of me for your records?**

The first time you visit one of our centres from 4th March, you will be asked if we can take a new photo of you for our systems. This is because we're unable to move the photos from our old bookings system to our new one. This should only take a couple of minutes, but please arrive early if you have a class or booked session to attend.

### **How do I get help or ask a question?**

We have created the following Frequently Asked Questions Guide to help you with any questions you may have. If we haven't answered your query, you can email us [info@waveleisure.co.uk](mailto:info@waveleisure.co.uk) or pop into any of our centres.

## Online Class & Activity Bookings – Getting Set Up

### When will the new online bookings system launch?

From 6am on 4<sup>th</sup> March, all of your online bookings will be made via:

<https://waveleisure.leisurecloud.net/Book>

Please note the website will not be available until 6am on 4<sup>th</sup> March. If you visit it before then it will not be active.

Our current Online Bookings site ([www.wavebooking.co.uk](http://www.wavebooking.co.uk)) will no longer work from midnight on Friday 1<sup>st</sup> March 2019. To make a booking on Saturday 2<sup>nd</sup> or Sunday 3<sup>rd</sup> March, please ring your local centre or pop in and our team will be happy to help.

### How do I get my log in for online class and activity bookings?

You will need to set up a new password in order to use the new online bookings site. To do this:

1. Visit: <https://waveleisure.leisurecloud.net/Book>
2. Click 'Forgotten your password?'
3. Enter the email address you currently use for your membership with Wave
4. Click 'Request Password'
5. You will receive an email with a link to reset your password.

The email will also contain a membership ID number. Please note: This is not your current membership number, it is to use with the new online bookings site.

### If this does not work:

Please call your nearest centre or email [info@waveleisure.co.uk](mailto:info@waveleisure.co.uk) with your full name and email address and the team will be happy to help.

### How will the booking rights change from 4<sup>th</sup> March 2019?

Many of you have said you would like to be able to book further ahead. Good news! From 6am on 4<sup>th</sup> March, booking rights will be:

Non Members – 5 days

Booking Card (previously Activate Card) – 10 days

Members – 14 days

You also gave us feedback that classes being available to book at 12 midnight is inconvenient to you. Therefore, we're moving this to 6am from 4<sup>th</sup> March.

### How do I change my password?

1. Click 'My Account' at the top of the home page.

**My Account**

- General Details
- Change Password**
- Preferences

**Change Password**

Current Password

New Password

Confirm Password

2. Click 'Change Password' to the left of the screen
3. Enter your current password
4. Enter your new password
5. Confirm your new password
6. Click save, you will receive email confirmation

### How do I change my details?

You can change your phone number, emergency contact details and marketing preferences using the 'My Account' section. Please note, to change your name or email address, you must email [info@waveleisure.co.uk](mailto:info@waveleisure.co.uk) or contact one of our centres.

**My Account**

- General Details**
- Change Password
- Preferences

**General Details**

Last Name

First Names

Home Email

Mobile Phone

Home Telephone

Emergency Contact Name

Emergency Contact Tel

How Did You Hear About Us

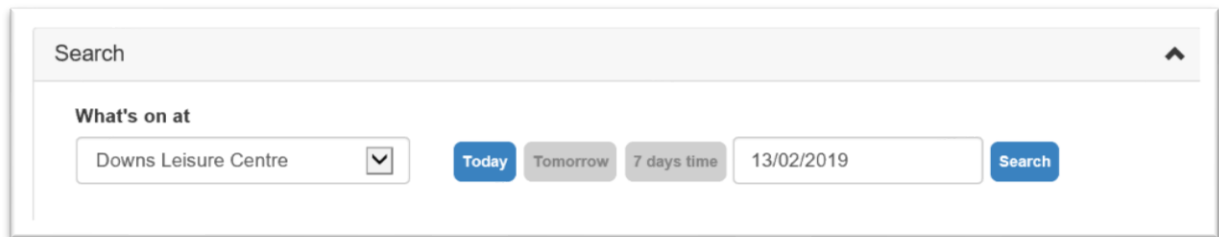
## Online Class & Activity Bookings – Making Bookings

### How do I make a booking?

There are different ways to search for the right class or activity for you.

### Searching by Centre or Day

1. Go to the home screen
2. To search by centre or day:
  - a. Under 'Search', choose the Wave Centre you wish to visit
  - b. Select 'Today', 'Tomorrow', '7 days time' or a specific date and click 'Search'



The screenshot shows a search interface with a 'Search' header and a 'What's on at' section. Below this, there is a dropdown menu for 'Downs Leisure Centre', a set of buttons for 'Today', 'Tomorrow', and '7 days time', a date input field containing '13/02/2019', and a 'Search' button.

- c. Underneath the search box, the classes and activities that are available will appear.



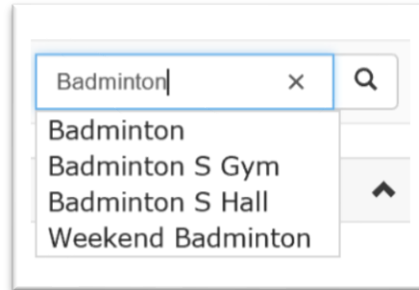
The screenshot displays a list of search results. The first section, titled 'What's on at', lists several classes with their times, availability status, and location. The second section, titled 'Activities', lists various sports and leisure activities with their respective locations.

Class/Activity	Availability	Location
Body Combat Thurs 18.30	Space	Studio
Cx Worx Thurs 18.00	Space	Studio
H I I T Weights Thur 09.30	Space	Studio
Indoor Cycling Thur 06.15	Space	Studio
Indoor Cycling Thur 08.00	Space	Studio
Indoor Cycling Thur 19.45	Space	Studio
T 45 Gym Fitness	Space	Fitness Suite
Vinyasa Yoga Thurs 10.30	Space	Studio
<b>Activities</b>		
Badminton		Sports Hall
Basketball Whole Court		Sports Hall
Five A Side		Sports Hall
Netball Sports Hall		Sports Hall
Short Tennis		Sports Hall
Sunbed		Sunbed
Table Tennis Sports Hall		Sports Hall
Table Tennis Studio		Studio
Table Tennis Sutton Hall		SUTTON
Weekend Badminton		Sports Hall

- d. Click on the class or activity you would like to take part in.

### Searching by Keywords

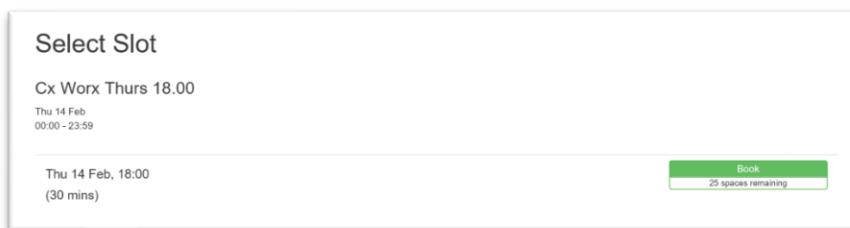
1. To search by a keyword or phrase, such as 'Badminton' or 'Body Combat', enter the phrase in the search box on the homepage. Click the search symbol (magnifying glass) and you will be taken to a list of activities and classes containing that word or phrase.



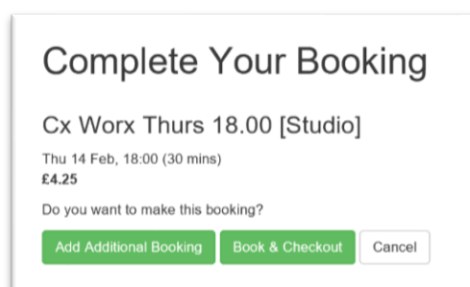
## Booking a Class

If you're booking a class, after you select the appropriate one, you will be taken to a page that looks like this.

1. Click 'Book' to book the class.



2. You will be taken to a 'Complete Your Booking' screen.
  - If you are a member, click 'Book and check out' to complete your booking.
  - If you are a non member, click 'Book & Checkout' and you will be taken to a screen to pay for your booking



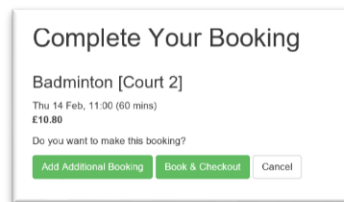
## Booking an Activity

If you are booking an activity, after you select the appropriate one, you will be taken to a page that looks like this.

1. Select the right time for you.

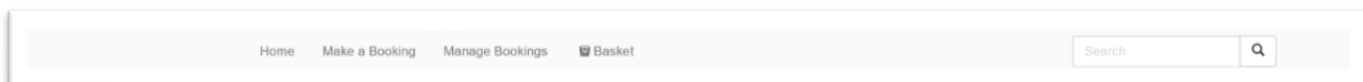


2. You will be taken to a 'Complete Your Booking' screen. Click 'Book & Checkout' and you will be taken to a screen to pay for your booking

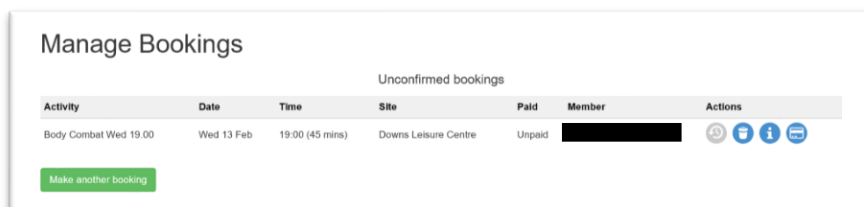


## Where can I see my bookings?

You can see all of your bookings using the 'Manage Bookings' page of the online bookings system.



Please note, if you are a non member and have not paid for a class booking, or either a member or non member and haven't paid for an activity booking, it will appear as 'unconfirmed' until you have paid for it.



## Can I pay for an activity or class using the new online booking system?

Yes. If you need to pay for an activity or class, you will be taken to a payment page when you make your booking. Payment is provided over a secure connection ensuring your card information is safe and secure.



## **Wave Swim School Home Portal – Getting Set Up**

From 10am on 4th March, the Wave Swim School Home Portal will be found here:  
<https://waveleisure.leisurecloud.net/Homeportal>

Please note the website will not be available until 10am on 4th March. If you visit it before then it will not be active.

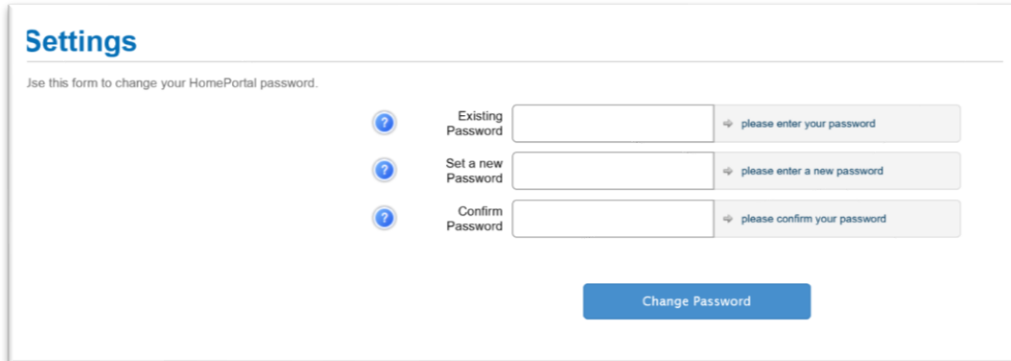
You will need to register to use the new portal. To do this:

1. Visit: <https://waveleisure.leisurecloud.net/Homeportal>
2. Click 'Register Now'
3. Follow the instructions to register

## Wave Swim School Home Portal – Using The Portal

### How do I change my password?

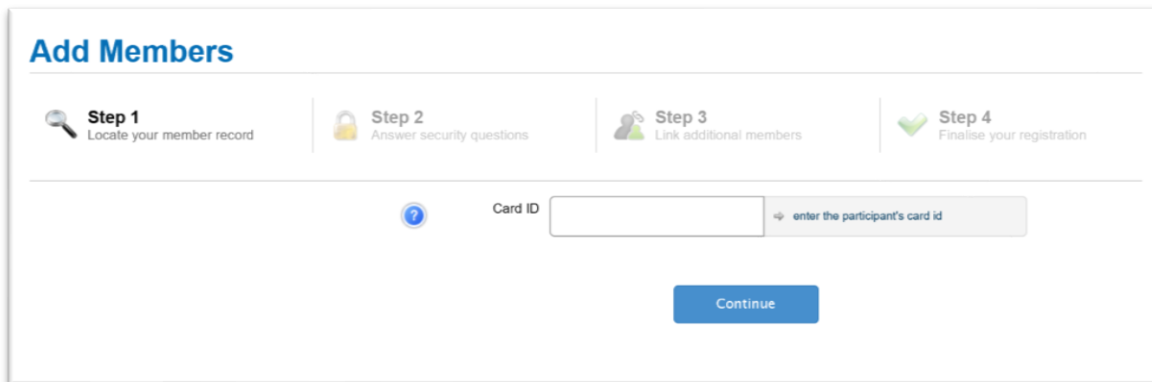
Visit 'Settings', enter your existing password and then your new one.



The screenshot shows the 'Settings' page with the heading 'Settings' in blue. Below the heading is the instruction: 'Use this form to change your HomePortal password.' There are three input fields, each with a blue question mark icon to its left. The first field is labeled 'Existing Password' and has a placeholder text 'please enter your password'. The second field is labeled 'Set a new Password' and has a placeholder text 'please enter a new password'. The third field is labeled 'Confirm Password' and has a placeholder text 'please confirm your password'. Below these fields is a blue button labeled 'Change Password'.

### I have another child taking swimming lessons, can I add them to my Home Portal?

Yes, click 'Add People' and enter your child's Card ID number. Then follow the steps.



The screenshot shows the 'Add Members' page with the heading 'Add Members' in blue. Below the heading is a progress bar with four steps: 'Step 1 Locate your member record' (with a magnifying glass icon), 'Step 2 Answer security questions' (with a padlock icon), 'Step 3 Link additional members' (with a person icon), and 'Step 4 Finalise your registration' (with a checkmark icon). Below the progress bar is a blue question mark icon, followed by the label 'Card ID' and an input field with a placeholder text 'enter the participant's card id'. Below the input field is a blue button labeled 'Continue'.

### Where can I see my child's progress?

Click on their name in the lefthand column. Then click on the Stage that they're on. You will be shown what they have and haven't been assessed on and how close they are to progressing to the next stage.

Competency	Not Assessed	Needs Practice	Fair	Good	Pass
<b>COMPETITIVE SWIM</b>					
1. Complete a set lasting 400 metres (e.g. 16 x 25 metres) on a specific turn around time set by the coach (e.g. 1.00 minutes for each 25 metres)	✓				
2. Swim 400 metres continuously using one stroke	✓				
3. Kick 25 metres backstroke with/ without using a board	✓				
4. Kick 25 metres breaststroke with/ without using a board	✓				
5. Kick 25 metres butterfly with/without using a board	✓				
6. Kick 25 metres front crawl with/ without using a board	✓				
7. Perform a backstroke turn from 10 metres in to 15 metres out	✓				
8. Do a breaststroke turn from 10 metres in to 15 metres out	✓				
9. Perform a butterfly turn from 10 metres in to 15 metres out	✓				
10. Do a front crawl turn from 10 metres in to 15 metres out	✓				

### When my child is ready to move to the next stage, what do I need to do?

You will receive an email letting you know your child has passed their current stage and is ready to move to the next stage. You can either contact the centre where your child swims to move them or you can log onto your home portal account:

You will see a yellow banner on the overview screen informing you that your child is ready to move. Click on the blue 'Move' button.

The screenshot shows the 'Home Portal' interface. At the top, there is a 'Logout' button. Below it, a navigation menu includes 'Overview', 'Billy', 'Settings', and 'Add People'. The main content area is titled 'Overview' and contains the following information:

- Below are all of the classes currently being attended. Anything requiring your attention will be marked with a yellow box.
- Billy**
- Stage 8, Tuesday 18:00, 100%
- 15 prepaid sessions remaining
- Next Session: Tuesday, March 05, 2019
- Last Session: Tuesday, June 11, 2019
- A yellow banner notification: "Billy is now ready to move to the next level." with a blue 'Move...' button.

This will bring up a list of available classes for the next stage.

# Home Portal

Logout

Overview

## Movement

- Billy
- Stage 8
- Course History
- Badges
- Settings
- Add People

Current Class...

**Stage 8**

Time Tuesday 18:00

Teacher Lisa

Course Wave Swim School

Centre Seahaven Swim & Fitness C



Moving to...

**Stage 9**

Time See below...

Teacher See below...

Course Wave Swim School

Centre Seahaven Swim & Fitness C

Monday

Course Name	Time	Teacher	Spaces	Course Action
Stage 8 & 9	18:30	Nikki	10 spaces	<a href="#">Move</a>
Stage 9	19:00	Michelle	10 spaces	<a href="#">Move</a>

Tuesday

Course Name	Time	Teacher	Spaces	Course Action
Stage 9	17:30	Lisa	10 spaces	<a href="#">Move</a>

Click 'Move' on your chosen class, and it will bring up a confirmation page with details of the new class.

# Home Portal

Logout

Overview

## Movement

- Billy
- Stage 8
- Course History
- Badges
- Settings
- Add People

Current Class...

**Stage 8**

Time Tuesday 18:00

Teacher Lisa

Course Wave Swim School

Centre Seahaven Swim & Fitness C

Final Date in CURRENT Class Thursday 1 January



Moving to...

**Stage 8 & 9**

Time Mon 6.30pm

Teacher Nikki

Course Wave Swim School

Centre Seahaven Swim & Fitness C

First Date in NEW Class Monday 4 March

[< Back](#)

[Move >](#)

Click 'Move' to confirm these changes

# Home Portal

Logout

Overview

## Movement

- Billy
- Stage 8 & 9
- Course History
- Badges
- Settings
- Add People

Your movement was successful!

Your move has been confirmed.

**Can I change the time or date of my child's lesson using the Home Portal?**

You can only move to a new class once your child has passed a stage on the Home Portal. If you wish to change days or times in their current level, you will need to contact the site in which your child has swimming lessons.

**What are 'badges' on the Home Portal and how does my child get one?**

The badges are awards that your child has gained throughout their swimming lessons such as Stage 1 Award or 25m distance badge.

You will receive an email notification of these awards and they can be purchased at the centre where your child swims.