



**wave**  
*Live life*

# Wave Leisure app detailed description and FAQ.

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- Push notifications
- Adding your centres
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- Waiting lists
- Booking a court or activity
- Viewing your bookings
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# Introducing the Wave Leisure app!

## Why have we created the app?

From social media to emails to ordering things online, we use a variety of apps to make our lives easier. With this in mind, we've developed the Wave Leisure app to give you the ability to see and book classes and sessions at your fingertips, to find out what's new at your local centre and to ensure you're getting the most out of Wave!

## What can I do with the app?

The Wave Leisure app allows you to:

- View up to date information about your favourite Wave sites, including classes, activities, kids and seniors activities, news and more.
- Book your favourite classes.
- Book a variety of court activities including badminton, table tennis, basketball and more.
- Save classes and activities to your favourites, making booking even easier.
- Get push notifications about upcoming events and campaigns at your local centre.
- If you're a Myzone user, connect straight to Myzone through the Wave Leisure app.
- Each Wave centre has its own home screen, so you can personalise the information you see.

## How do I use it?

Detailed instructions for using the Wave Leisure app can be found in this FAQ. We've also detailed some other commonly asked questions and miscellaneous information at the end. If you've got a question about any aspect of the Wave Leisure app, from downloading it to booking a class, email [info@waveleisure.co.uk](mailto:info@waveleisure.co.uk) and the team will be happy to help!

# Downloading the Wave Leisure app

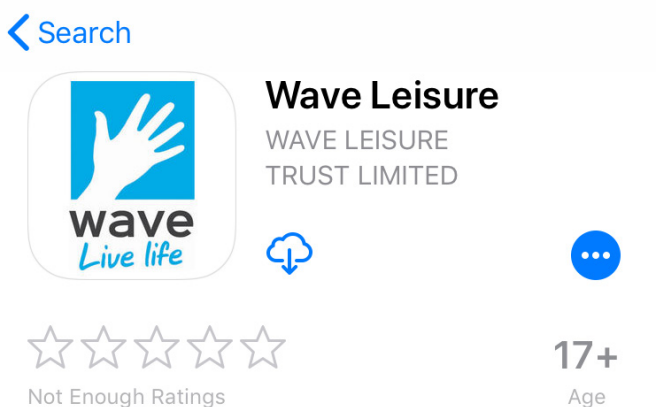
If you have an Apple device, head to the App store. If you have an Android device, go to the Google Play store.

In the search bar, type in 'Wave Leisure'. The icon for the Wave Leisure app looks like this:

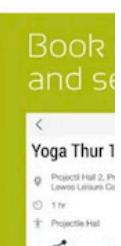
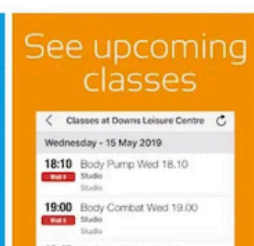
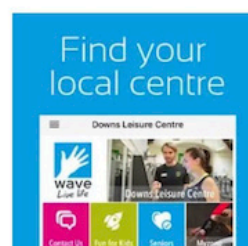
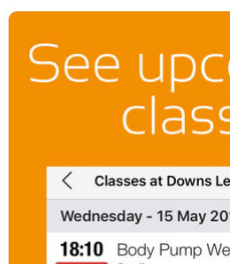
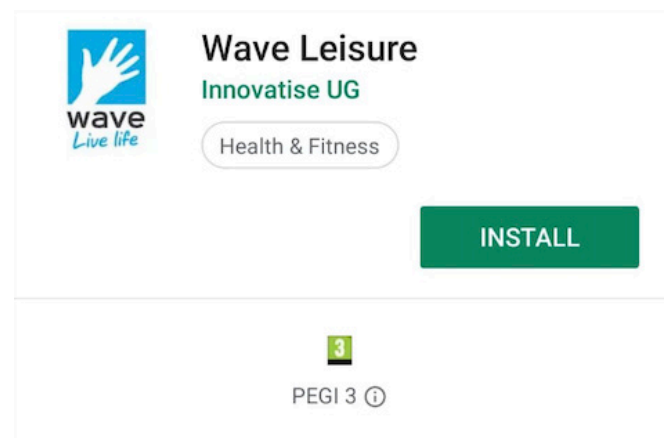


Tap on the app and you'll be taken to the download page. On an Apple device, tap on the cloud icon with a down arrow to download. On Android, tap on the green install button. The app will download and be found on your home screen/app library. Once downloaded, tap on the app to open it.

## Apple



## Android

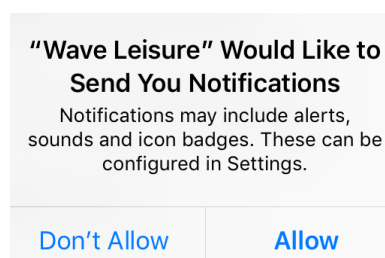



# Push notifications




A push notification is a small message sent by the app which will appear on your device, similar to messages or notifications from other apps.

We will sometimes use push notifications to send small messages to your device about your favourite centres, whether that's new classes, or campaigns, altered opening times on certain days or other key news. Tapping on the notification will open the app and take you to the centre page.

To receive push notifications from your chosen centres, you must ensure push notifications are enabled. When you download the app and open it for the first time, you will get a pop up asking for permission to send you push notifications.



Tap on 'Allow' and push notifications will be sent through to your device. If you missed this pop up or want to turn push notifications on or off in the app, tap on the three black lines -  - in the top left of the screen. This will open up the tab menu.

-  Push Settings
-  Legal Information
-  Privacy Policy

Tap on 'Push Settings' (with a little bell icon) and you'll be able to select which centres you will receive push notifications from.

# Adding your centres

By adding your centres, you can see a list of classes available, make and edit bookings and see what's going on at your favourite Wave sites.

When you first open the app after downloading, you will see a list of all the Wave Leisure sites. (Image 1) Select your first club and the app will take you to that clubs home screen. You can add multiple clubs to your favourites based on where you like to get active.

To add more clubs to your favourites, tap on the three black lines - ☰ - in the top left of the screen. This brings up the tabs menu. (Image 2) You'll see your recent clubs as well as 'My Clubs' next to a heart icon - ❤️ My Clubs

Tap on 'My Clubs' and you will see all of your current favourited clubs. (Image 3) To remove a club from your favourites, tap on the bin icon - 🗑️ To add another club to your favourites, tap on the '+' icon in the top right.

You will then be taken to the first screen, (Image 1) where you can select your next favourite club. Tap on another centre and it will be added to your favourites. You will need to switch to each centre to see classes and information there.

Image 1

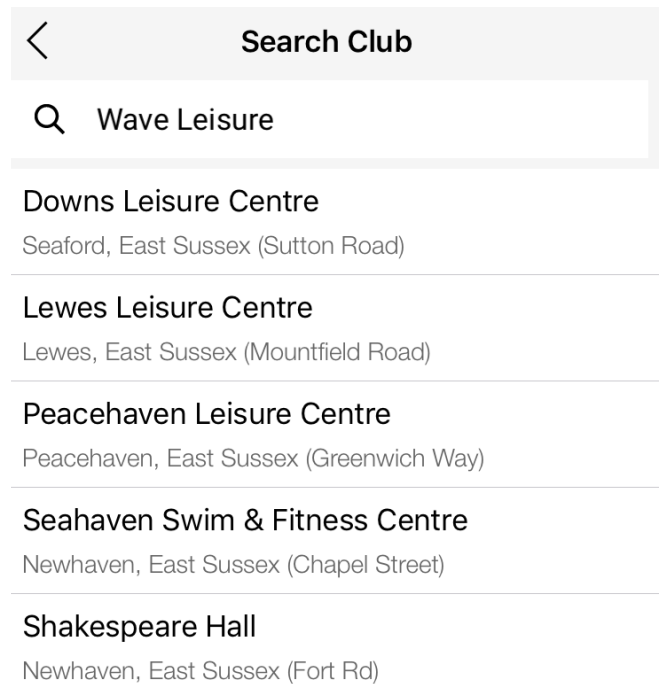


Image 2

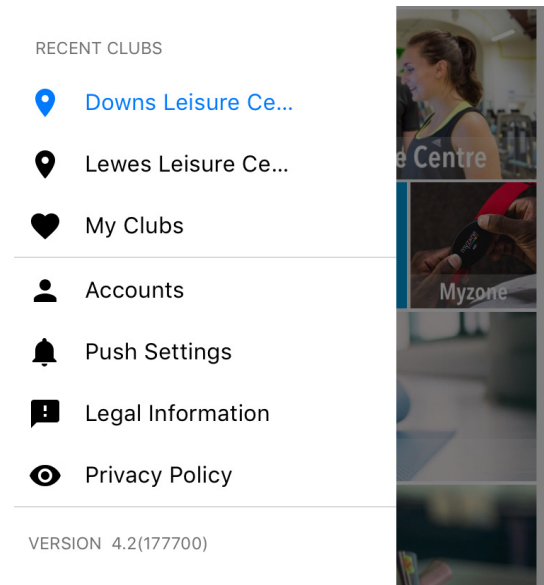


Image 3



# Logging in

You will need to be logged in to the Wave Leisure app to make and view any class, activity or court bookings.

To log in to the Wave Leisure app, head to your chosen centre's home page and tap on the 'My Bookings' tile. (Image 4) This will prompt you to log in to see your bookings. You will then be taken to a login screen. (Image 5)

**If you are a Wave member / if you have used our online booking site since 4th March 2019, enter in the same email address and password you already use for Wave online booking.**

**If you are a Wave member and have not used our online booking site since 4th March 2019, please follow the instructions below:**

1. Tap 'Reset Password'
2. Enter the email address you currently use for your Wave Online bookings
3. Tap 'Request Password'
4. You will receive an email with a link to reset your password.

Once you have successfully reset your password, you can use your email and new password to log in to the Wave Leisure app. If this does not work or you are having trouble logging in, 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.

Image 4

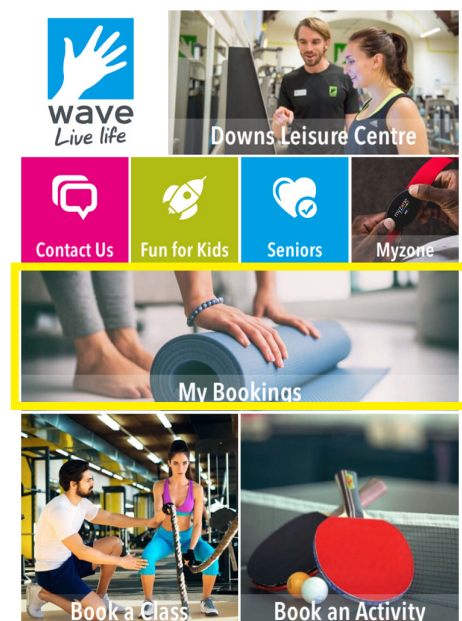
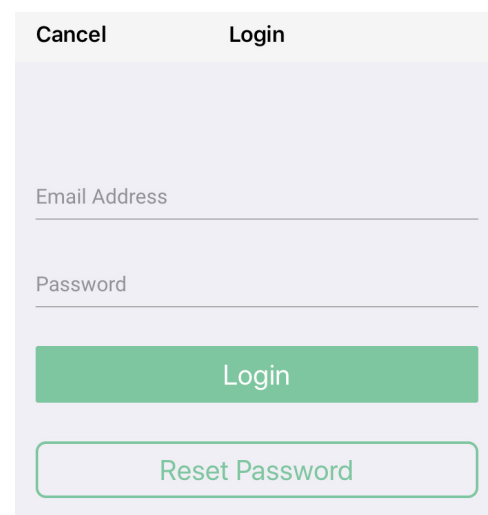


Image 5



# Booking a class

To book a class in the Wave Leisure app, head to your chosen centre's home screen and tap on 'Book a Class'. (Image 6)

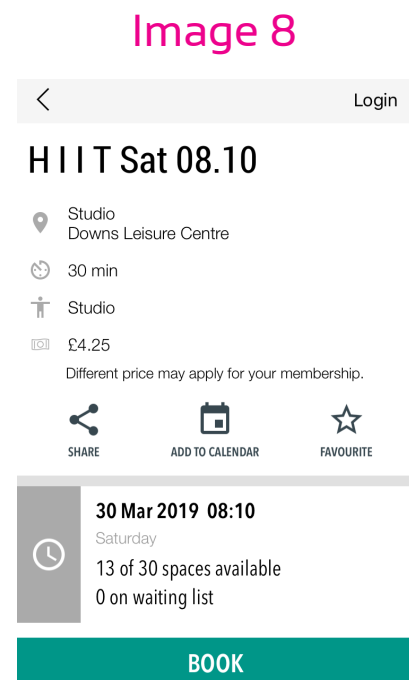
This will bring up a list of classes at that centre. (Image 7)



If you are logged in as a member or you are not yet logged in at all, you will see 14 days worth of classes. If you have logged in but you're not a Wave member, you will see classes over the next 5 days as per our non-member booking rights.

On this screen you will be able to see how many spaces the session has remaining and if there is a waiting list. Select the class you want to book and tap on it.

You will see the booking page (Image 8). Press the green 'BOOK' button to book your space. If you haven't logged in, you will be prompted to. (See 'Logging in' section of the FAQ for more information).





If you are a member the charge will be £0.00 and your booking will be instant. If you have used our online booking system but you are not a member, you will be taken to a payment portal to pay for the class. Once the booking is complete, this class will appear in the 'My Bookings' tile. (See 'My Bookings' section of the FAQ for more information.)

### Joining a class waiting list:

When viewing the list of classes ([Image 7](#)) you'll see a coloured bar telling you how many spaces are remaining in that class and whether there is a waiting list:

**19:00**

Wait 5

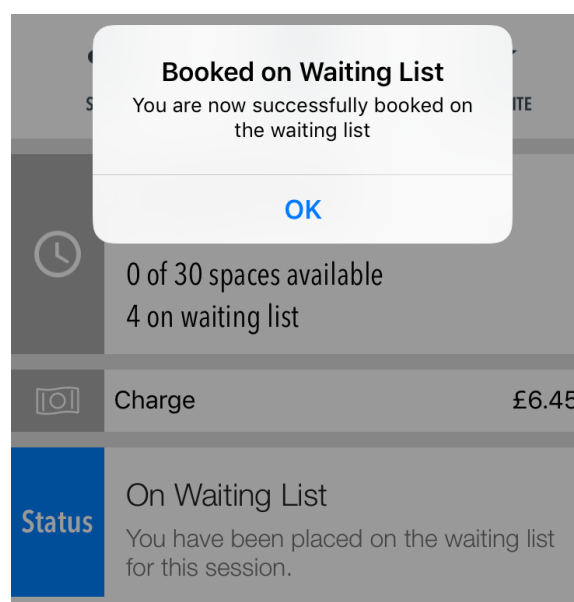
If the bar is red, it means the class is full. The number tells you how many people are currently on the waiting list for that class. In this case, there are 5 people on the waiting list for this class.

**19:45**

32 / 35

If the bar is grey, there are spaces remaining in this class. The first number tells you how many spaces remain and the second number tells you the maximum number of people in that class. In this case, there are 32 spaces remaining for this class which has a maximum capacity of 35.

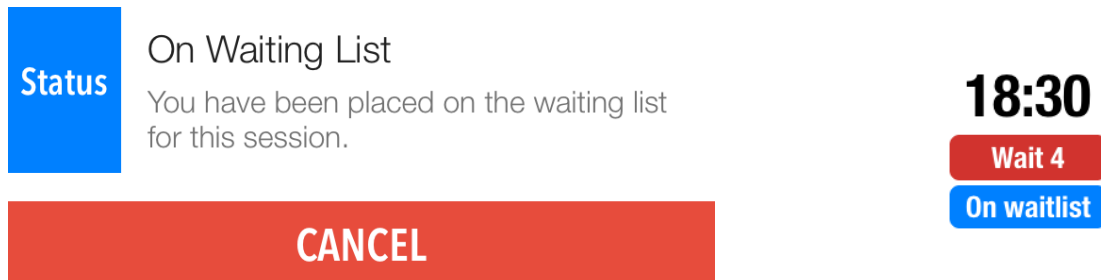
If you'd like to join the waiting list, tap on the class and tap the green 'BOOK' button. You will get a notification telling you that you are now on the waiting list:





## Once you join a waiting list:

Once you join a waiting list, the status bar in the class information screen and on the class list will be blue.



The screenshot shows a blue status bar with the text 'Status' in white. To the right of the bar, the text reads 'On Waiting List' followed by 'You have been placed on the waiting list for this session.' Below the status bar is a large red button with the word 'CANCEL' in white. To the right of the status bar, there is a large black time '18:30', a red button with 'Wait 4' in white, and a blue button with 'On waitlist' in white.

If a space becomes available for a class and you are on the waiting list, everyone on the list will be notified by email. Notification emails are sent out at 8am, 12pm, 4pm and 8pm only. Notification emails will only be sent out for classes that are more than two hours away. For example, if the class is at 6pm, a notification email will not be sent out at 4pm. Once a space is available and everyone on the waiting list receives the notification email, the space will go to the first person to book it. Everyone on the list gets the same booking access regardless of when they joined the list.

If a space becomes available, you will be able to see it in the app as the status bar will turn grey and the number will read '1/35' (for example.) This will happen as soon as the space is available. Therefore it may be worth checking the app regularly to see if a class now has space, as you may see it on the app before you get a notification email.

## Other uses of the status bar:

The status bar will also show your booked sessions by turning green, or - if you are not a Wave member but have used online booking - it will turn purple if you have started but not completed the booking/payment process. If you see a purple bar next to a session, you have not completed the booking and so do not have a place on that class.

You will need to tap on the class again and complete the payment to secure your place.

**13:45**

**Booked**

**13:45**

**Unpaid**

# Booking a court or activity

To book a court or activity in the Wave Leisure app, tap on the 'Book an Activity' tile on the centre page. (Image 9)

You'll see all the activities available at that centre, including Badminton, Basketball, Table Tennis etc. (Image 10)

Image 9

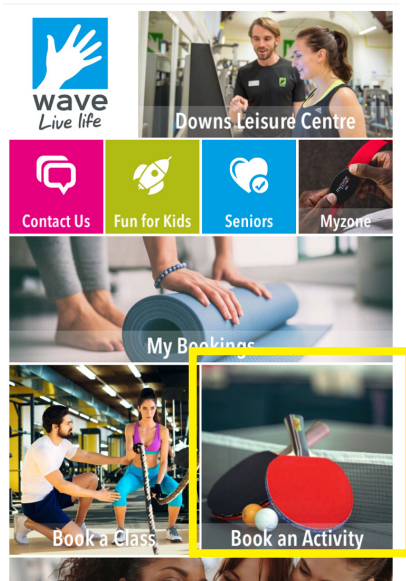
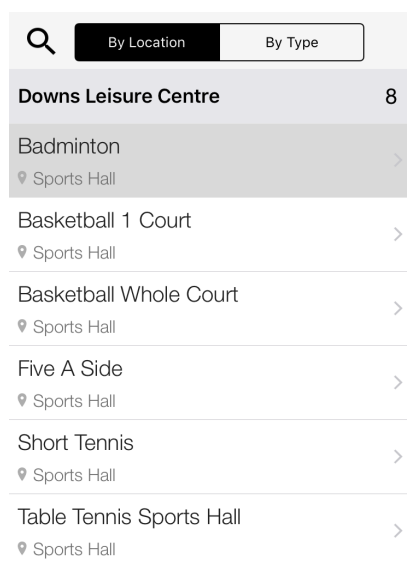


Image 10



Tap on the activity you wish to book. You will be prompted to select a particular court, or see available slots for all courts. (Image 11)

Image 11

## Badminton

📍 Downs Leisure Centre  
🕒 1 hr  
💷 £10.80  
Showing reduced price with your Platinum Senior Annual 10 membership.



SHARE



ADD TO CALENDAR



FAVOURITE

### Pick your time

- All (4) >
- Court 1 >
- Court 2 >
- Court 3 >
- Court 4 >

Tap on the court you have selected or tap on 'all' to see all available slots for this activity.

You will see a calendar of available slots. (Image 12)

Select your preferred date by tapping the dates along the top:

Jun					
Mon 03	Tue 04	Wed 05	Thu 06	Fri 07	Sat 08

Sessions coloured green are available for booking. Tap on a timeslot to book that session.

Tapping on a session will take you to the booking screen. (Image 13).

Confirm it's the right time - tap 'PICK ANOTHER' to select a different timeslot - and then tap the green 'BOOK' button:

**BOOK**

You will be taken to Worldpay, the same online payment portal we use for all online bookings. (Image 14). Look for a picture of a padlock on the left hand side. The session you are paying for and the cost will be written underneath 'Select language'.

Select your payment method and enter your card payment details to complete the booking. Once you have made a payment, you will receive a payment notification email.

Image 12

Badminton					Cancel
Jun					
Mon 03	Tue 04	Wed 05	Thu 06	Fri 07	Sat 08
Court 1	Court 2	Court 3	Court 4		
06:00 £10.80	06:00 £10.80	06:00 £10.80	06:00 £10.80		
07:00 £10.80	07:00 £10.80	07:00 £10.80	07:00 £10.80		
08:00 £10.80	08:00 £10.80	08:00 £10.80	08:00 £10.80		
09:00 £10.80	09:00 £10.80	09:00 £10.80	09:00 £10.80		
10:00	10:00 £10.80	10:00 £10.80	10:00 £10.80		
11:00	11:00 £10.80	11:00 £10.80	11:00 £10.80		
12:00 £10.80	12:00 £10.80	12:00 £10.80	12:00 £10.80		
13:00 £10.80	13:00 £10.80	13:00 £10.80	13:00 £10.80		
14:00	14:00	14:00	14:00		

Image 13

## Badminton

Downs Leisure Centre

1 hr



SHARE



ADD TO CALENDAR



FAVOURITE

4 Jun 2019 06:00

Tuesday

Court 2

PICK ANOTHER



Charge

£10.80

**BOOK**

Image 14

### Secure Payment Page

Please review your purchase details, then payment method to continue.

Select language English

Description **Badminton, MID:1002367, BRE 00:00,**

Amount **£10.80**

### Select your payment method



Mastercard



Visa



Maestro



JCB

# My Bookings

Once you have booked classes and sessions, they will be viewable in the 'My Bookings' tile. (Image 15).

You can view, amend or cancel bookings from here by tapping on them. (Image 16) You will also be able to see your history of booked classes that you haven't already attended.

## Canceling a class:

If you are a member, you can cancel the class by selecting the class and tapping on the red cancel button. (Image 17)

If you use our online booking service but you are not a Wave member, you will need to call the centre for assistance with your cancellation.

Image 15

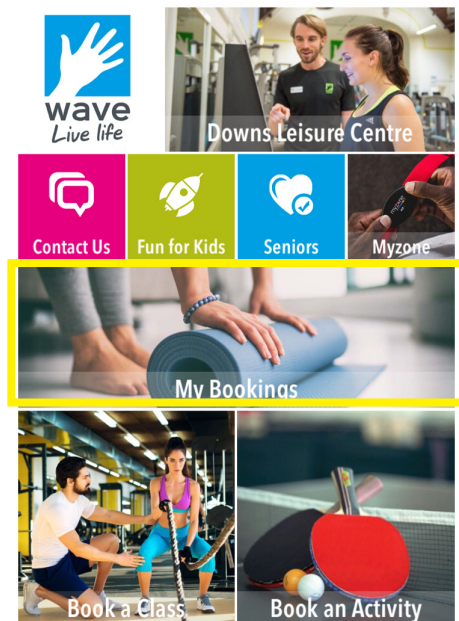


Image 16

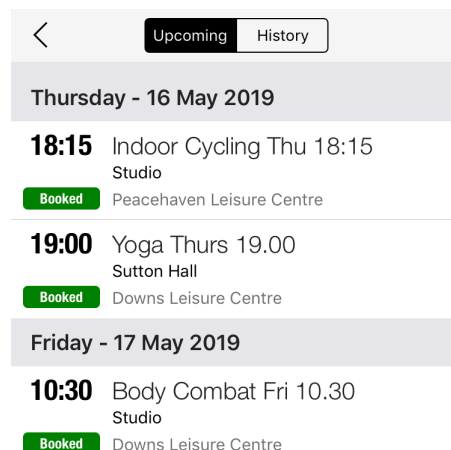


Image 17

## Power Circuits Tues 18.30

Dinos Area 1, Dinos Activity Area 2  
Downs Leisure Centre

1 hr

Soft Play



SHARE



ADD TO CALENDAR



FAVOURITE

4 Jun 2019 18:30

Tuesday

17 of 35 spaces available

0 on waiting list



Charge

£0.00

Status


Booked



This booking has been paid for.

CANCEL

## Favouriting a class/activity:

If you book a class or session that you are likely to book again, you can favourite that class. Once you do, all your favourite classes and sessions can be found in one place regardless of which centre they are at, making booking in future even easier.



To favourite a class or session, tap on the star icon -  - on that sessions information page. (Image 17) If the star is dark grey, it is already in your favourites.

In the class information page you can also share that session with someone else by tapping on the share icon -  - or add it to your calendar by tapping on the calendar icon - 

## Image 18

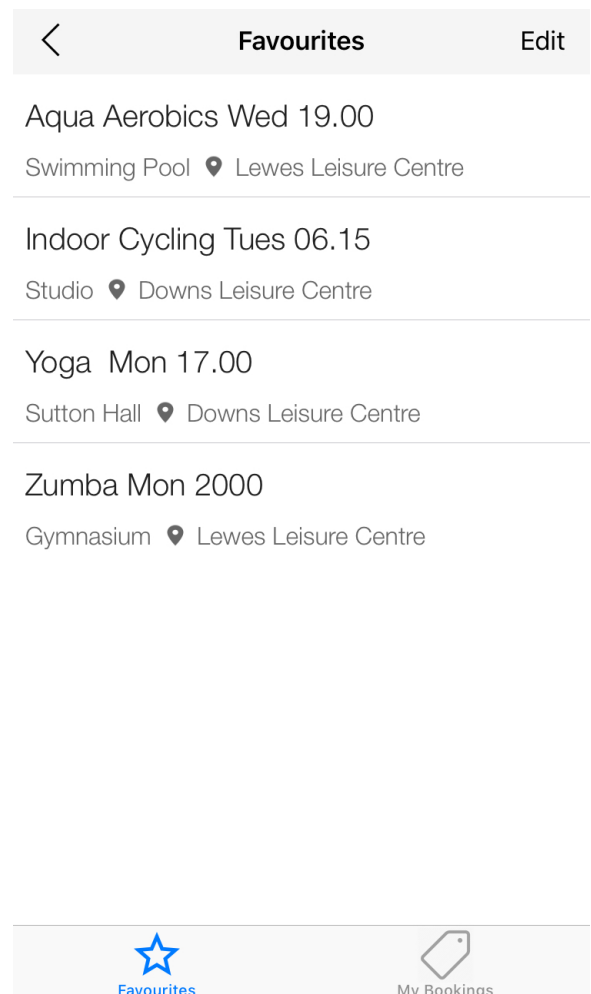
## View favourite classes:

To view your favourite classes, head to the 'My Bookings' tile. (Image 15)

At the bottom of the screen you'll see 'My Bookings' with a ticket icon -  - and 'Favourites' with a star icon -  - (Image 18) Tap on the star and you will see all your favourite classes from all centres.

If the icon is blue, you are currently viewing that page.

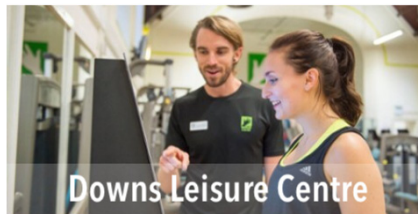
If you want to remove a class from your favourites, tap on the 'edit' button in the top right and select the classes/sessions you wish to remove.



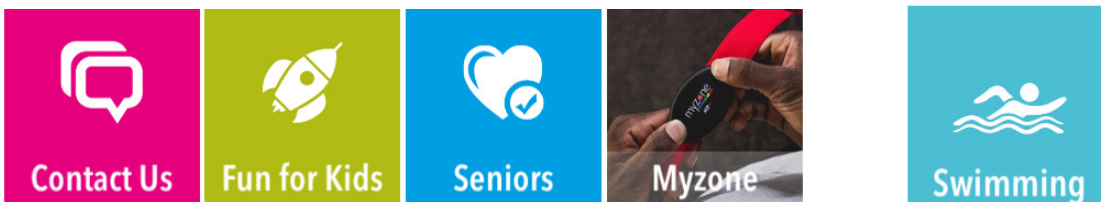
# Info tiles

The Wave Leisure app has a number of information tiles relating to your chosen centre. Tap on them to find out more.

Next to the Wave logo at the top of the screen will be the name of the centre. Tap on this to find out more about the facilities at that centre.

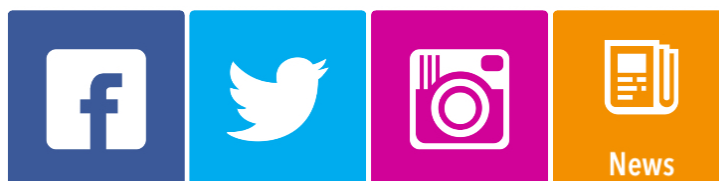


Underneath the centre information tile you'll find a selection of information tiles:



Tap on each one to find out more about the kids or senior activities on at that centre or get in contact. If you are a Myzone user, you can launch the Myzone app straight from here. If the centre has a pool you will see a Swimming tile with swimming prices and information.

At the bottom of the page you'll find links to Wave's Facebook, Twitter and Instagram channels. There is also a news tile, which we'll fill with the latest news from that centre, such as upcoming events and campaigns.



# FAQ's

## **Will I get a confirmation email once I book a class or activity?**

You will not get a confirmation email once you book a class or session. If you book a class and it appears in 'My Bookings', then you have secured your place. If you'd like to confirm, please call your local centre. The only time you will get a confirmation email is if you make a payment for a session. In that case, you will get a payment confirmation email.

## **I'm not a Wave member - can I use the app?**

1. Visit our online creations website:<https://waveleisure.leisurecloud.net/Join>
2. Select your centre of interest.
3. Enter your personal details and select No, I am a new customer
4. Enter further personal details, the look up address section, please ignore and enter your full address in the boxes provided.
5. Ensure all red star fields are completed
6. Select how you would like to be contacted by clicking on the X
7. Please read terms and conditions and privacy policy and tick to confirm.
8. Your online creation account has now been created to start to book your sessions, click the BOOK NOW
9. Once your account has been created and your ready to book and log in again, please follow the IF YOU ARE ALREADY A MEMBER STEPS.

## **Why can I only see 5 days worth of classes?**

If you are logged in to the app and are not currently a Wave member, you will only see 5 days worth of classes as 5 days is our current non-member book ahead rights. If you are logged in and you are a Wave member, you will see 14 days worth of classes as per your member book ahead rights.



## **Do app users get special access to bookings or other activities?**

App users get the same booking rights, access and centre experience as those booking through the booking website and those who book in centre or by phone. The app is designed to streamline that experience allowing users to view, make and change bookings at their convenience.

If an app user is on a waiting list for a class and a space becomes available, it is possible that the user will see that open space in the app before a notification email is sent to everyone on the waiting list.

## **I need help with something/I have a problem that's not listed in this FAQ.**

If you've got a question about any aspect of the Wave Leisure app, from downloading it to booking a class, email [info@waveleisure.co.uk](mailto:info@waveleisure.co.uk) and the team will be happy to help!