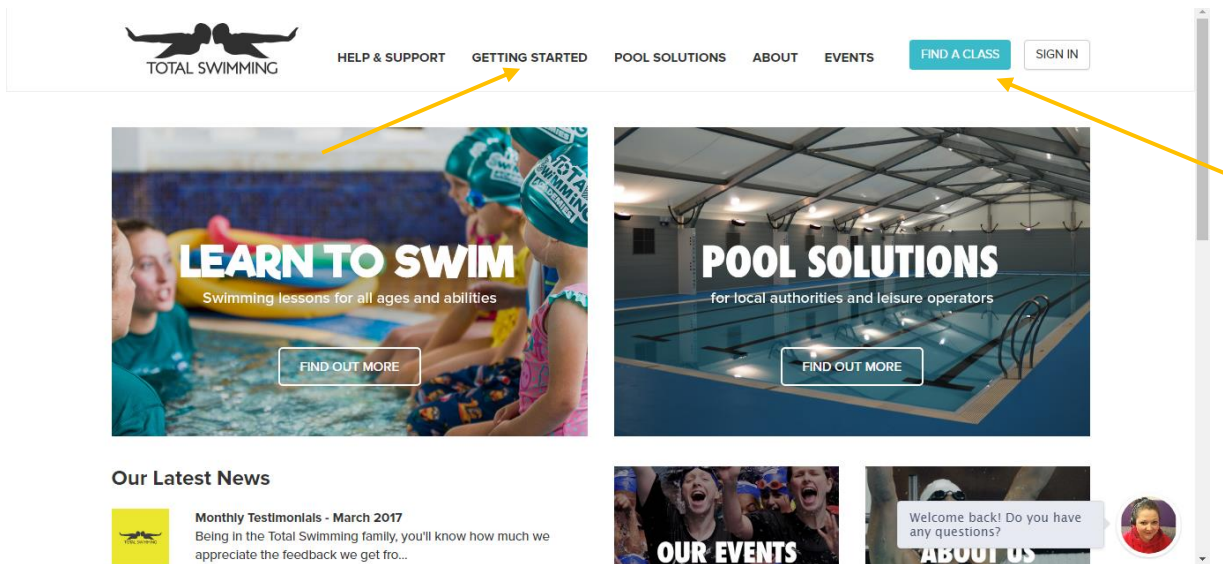


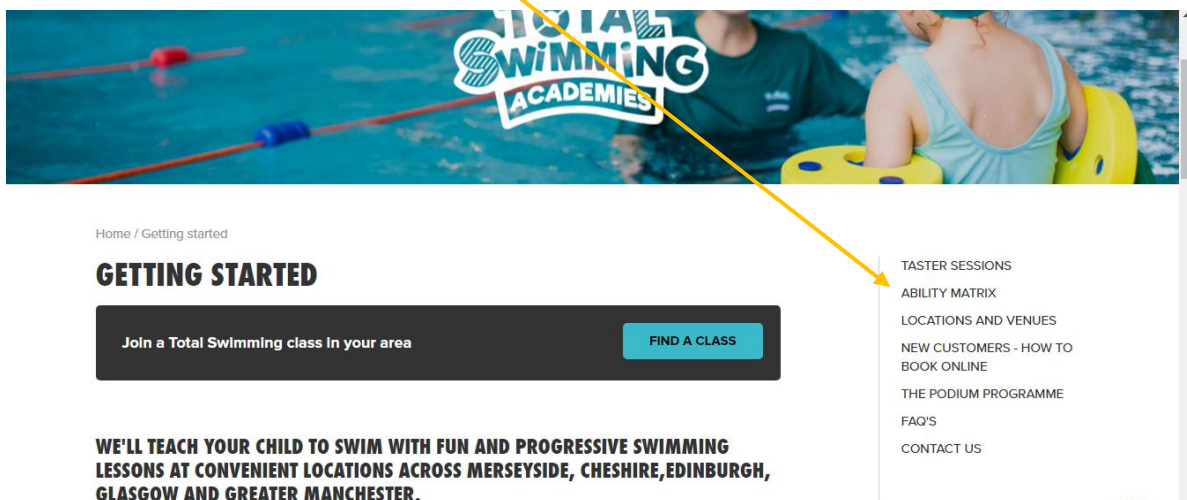
## Booking on as a new customer for Total Swimming Academies

As your viewing this it probably means you are struggling to book your children on for swimming lessons with us on of our courses so I thought I would make a short guide on how to book on as a new customer. Please follow the following stages in booking your children's swimming lessons.

1. The first thing you will need to do once on [www.totalswimming.co.uk](http://www.totalswimming.co.uk), is find out what session your child will need which is allocated under 'Getting Started'



Once on the learn to swim tab, you will come up with a page which will look like the below, please click on the 'Ability Matrix' tab which is to the right hand side of the screen



Once you are on the ability matrix, it will ask you a few questions in regards to your child's ability in the swimming pool, all you need to do is say yes or no to each question and at the end of the ability matrix, it will determine which group is the best for your son/daughter like so

The first lesson acts as an initial assessment and your instructor will always advise if your child needs an alternative group more suited to them.

### YOU SHOULD CHOOSE A FOUNDATION GROUP FOR YOUR CHILD

Within this group, swimmers will cover the Duckling Awards within the ASA Foundation Framework and Stage 1 of the ASA Learn to Swim Framework.

Start Over

Further Ability Information:

NEW CUSTOMERS - HOW TO BOOK ONLINE  
THE PODIUM PROGRAMME  
FAQ'S  
CONTACT US

Welcome back! Do you have any questions?



Once you have gotten to the end of the Ability Matrix, it will give you a quick over view of the course and what awards are covered in this course.

2. Once you have completed the ability matrix, please go on to the 'Find A Class' tab that is located at the top of the page, however, you can also find a class by clicking on the 'Find A Class' tab to your right hand side

Home / Ability Matrix

## ABILITY MATRIX

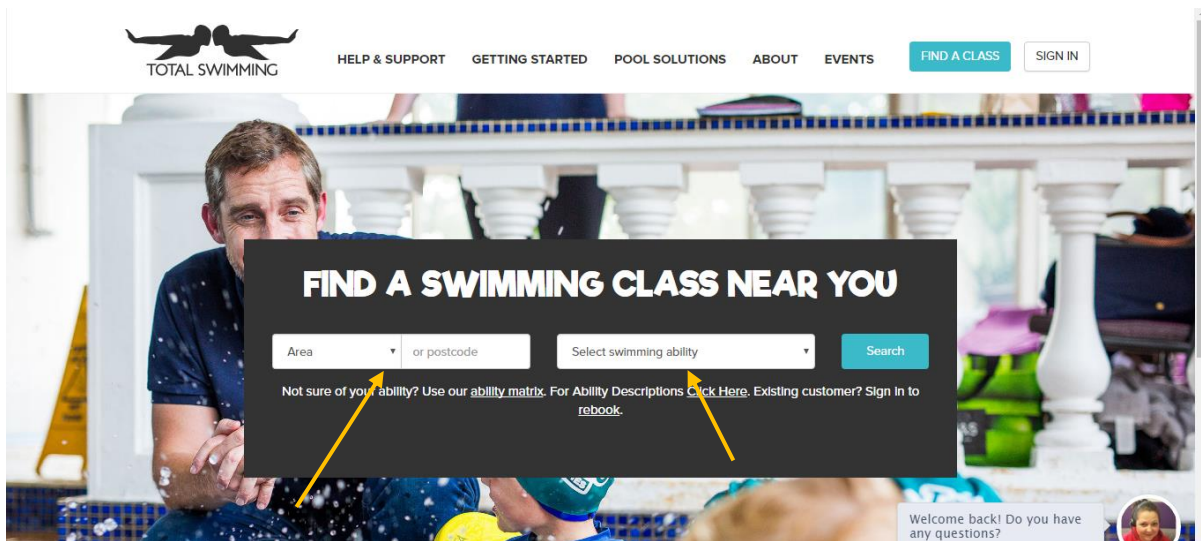
If you are booking lessons for your child and are unsure which ability to choose, try our easy to use Ability Matrix to identify which course to book. Please review this process carefully as choosing the right ability level is really important to ensure your child start's their journey at the right starting point.

The first lesson acts as an initial assesment and your instructor will always advise if your child needs an alternative

HELP & SUPPORT GETTING STARTED POOL SOLUTIONS ABOUT EVENTS **FIND A CLASS** SIGN IN

FIND A CLASS  
TASTER SESSIONS  
ABILITY MATRIX  
Welcome back! Do you have any questions?  
NEW CUSTOMERS - HOW TO BOOK ONLINE

- Once you have clicked on Find A Class, it will come up with a screen that will look like this



Please enter the area that you live in by clicking on the drop down list which is allocated where it says area, or, you can also just enter your post code and select the Swimming ability that you will need which is also a drop down box which will tell you the list of ability groups that we have to offer. Once you have entered this information, click the search button and it will take you to the next page.

- Once you have clicked search, it will bring you to a page that will look like the below



**Refine Your Search**

Venue

- All
- Waterside Leisure Club, Didsbury
- DW Sports Fitness Club Bury
- DW Sports Fitness Leigh

Day

- All
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Times

08:00  20:00

[Search Again](#)

## WATERSIDE LEISURE CLUB, DIDSBURY

Waterside Leisure Club, Wilmslow Road, Didsbury, Manchester, M20 5WZ [Venue Information](#)

Day	Term	Ability	Time Slot	Price Per Class	Sessions	
Monday	April - July 2017	<a href="#">Early Swimmer</a>	17:00	£7.50	8	Course Full
Monday	April - July 2017	<a href="#">Early Swimmer</a>	17:30	£7.50	8	Course Full
Monday	April - July 2017	<a href="#">Early Swimmer</a>	18:00	£7.50	8	Course Full
Tuesday	April - July 2017	<a href="#">Early Swimmer</a>	16:00	£7.50	10	Course Full
Tuesday	April - July 2017	<a href="#">Early Swimmer</a>	17:00	£7.50	10	Course Full
Tuesday	April - July 2017	<a href="#">Early Swimmer</a>	17:00:00	£7.50	10	Course Full
Wednesday	April - July 2017	<a href="#">Early Swimmer</a>	17:30	£7.50	10	Course Full
Thursday	April - July 2017	<a href="#">Early Swimmer</a>	16:00	£7.50	10	<a href="#">Select this class</a>
Thursday	April - July 2017	<a href="#">Early Swimmer</a>	16:30	£7.50	10	Course Full
Friday	April - July 2017	<a href="#">Early Swimmer</a>	16:00	£7.50	10	Course Full

Once you have seen a time that you are interested in, please click on a tab that says 'Select this class' (Bare in mind that this screen may look different to you depending on whether or not there is space in the sessions)

- Once you have selected the appropriate class that you are interested in, you will be sent to a page which looks like the following



### Register to book

### Returning customer

Rebooking? Please sign in.



Here, you will need to add **YOUR details** so your First name, Surname, Email and password (The system will automatically create you a username, however, you can change this if you wish by just deleting the automatic username)

6. Once you have entered your details, click register and it will bring you to a page that looks like this

Please enter the child's details in the boxes provided and once you've done this scroll down the page until you see the terms and conditions, please read thoroughly through our terms and conditions and then once you've done that, accept them and click continue.

### Child Details

  
  
**Swimmer gender**  
  
**Date of birth**  
    
**Swimmer address**  
  
  
  
  
**Contact number** ⓘ  
  

---

27 May 2017 at 09:30  
03 Jun 2017 at 09:30  
10 Jun 2017 at 09:30  
17 Jun 2017 at 09:30

---

**Course:**  
Saturday - Early Swimmer - 09:30

---

**Venue:**  
DW Sports Fitness Club Bury

---

**Term:**  
April - June 17

---

**Lessons:**  
9

---

**Lessons Remaining:**  
5

---

**Cost:**  
£37.50

---

**Course Cost:**  
£37.50

---

**Total Paid:**  
£0.00

Welcome back! Do you have any questions?



7. Once you have clicked continue, it will bring you to the shopping basket. From here you can add more bookings (add children). Once you have all your bookings in the basket it will show you two options on how you can make payment

### Shopping Basket

You have 06 minutes 43 seconds to complete your booking.

Child	Course/Term/Venue	Next Lesson	Membership Number	Amount to Pay	
Louise Mosley	Saturday - Early Swimmer - 09:30 April - June 17 DW Sports Fitness Club Bury	20 May 2017 at 09:30		£37.50	Remove

[Add more children](#)

**FuturePay Payment**  
 This convenient payment method allows you to pay for your child's swimming lessons in a direct debit style payment. You'll be notified of next payment dates by email (normally every 10 weeks) and your child's place will be guaranteed until you feel their swimming journey is complete.



The first option you will come across is Pay with FuturePay, this is a convenient payment method for new customers as it allows you to pay for the current course but it also pre authorises payments for any future terms so you don't have to keep ringing our number to book and you don't need to go online to pay as this will just do it for you automatically. The second option you will see is Make Single Payment, this payment just pays for this term only.

APRIL - JUNE 17  
 DW Sports Fitness Club  
 Bury

[Add more children](#)

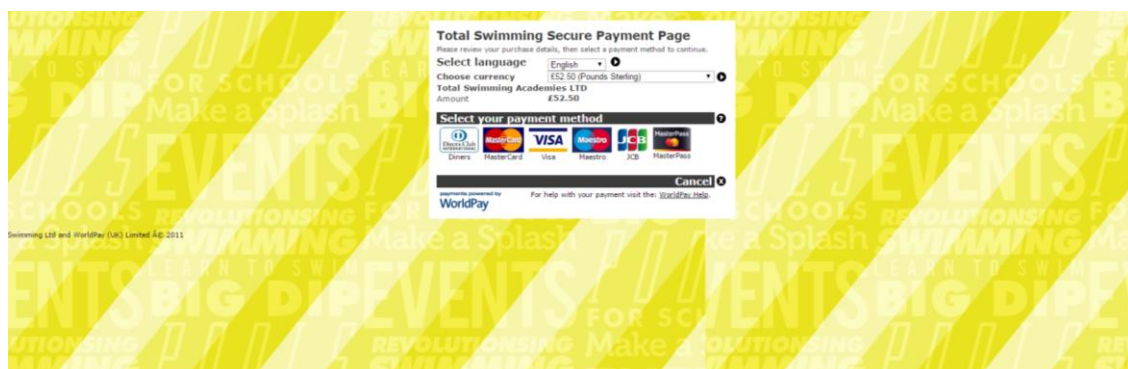
**FuturePay Payment**  
 This convenient payment method allows you to pay for your child's swimming lessons in a direct debit style payment. You'll be notified of next payment dates by email (normally every 10 weeks) and your child's place will be guaranteed until you feel their swimming journey is complete.

**Amount to Pay £37.50**

[PAY NOW](#)

**Single Payment by Credit Card**  
 Transaction fee may apply

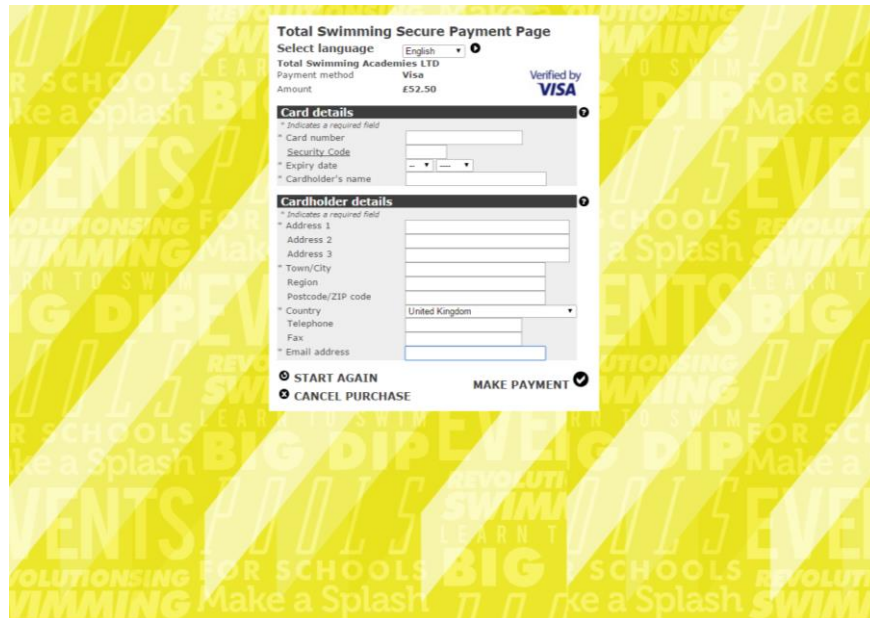
- Once you have chosen your preferred payment option, you will come to a page which will look like this (I have used the example as Single Payment so you can see how it will look)





When paying with a single payment it will look like this, it will tell you how much you owe for the lessons and it will ask you to select a payment method whether it be Master card, Visa or Maestro that you will be using (Please bare in mind we DON'T charge when customers use credit cards.

9. Once you have selected the card you wish to use, it will come up with a page that will look like the below



The screenshot displays a payment page titled "Total Swimming Secure Payment Page". At the top, it shows a language selector set to "English", the merchant name "Total Swimming Academies LTD", the payment method "Visa", and the amount "£52.50". A "Verified by VISA" logo is present in the top right. The page is divided into two main sections: "Card details" and "Cardholder details".

**Card details:**

- \* Indicates a required field
- \* Card number: [input field]
- \* Security Code: [input field]
- \* Expiry date: [dropdown] - [dropdown]
- \* Cardholder's name: [input field]

**Cardholder details:**

- \* Indicates a required field
- \* Address 1: [input field]
- \* Address 2: [input field]
- \* Address 3: [input field]
- \* Town/City: [input field]
- \* Region: [input field]
- \* Postcode/ZIP code: [input field]
- \* Country: [dropdown menu showing "United Kingdom"]
- \* Telephone: [input field]
- \* Fax: [input field]
- \* Email address: [input field]

At the bottom of the form, there are two buttons: "START AGAIN" and "MAKE PAYMENT" (which is selected with a checkmark). A "CANCEL PURCHASE" link is also visible.

By this point, when you get up to this screen it will look a lot different to the ones that we have used as you would of actually entered some details in previously so it will automatically have your name, address and email, all you will need to do is input your card number, expiry date, security code and telephone number.

10. Once you have clicked on the make payment link, it will confirm you in to the course of your choice and you will receive an email confirmation shortly after with a receipt of payment as well as a confirmation of all the dates your little swimmer will be attending!