



# *HOW DOES SCHEDULING WORK?*

Rental Locations and Travel Lessons



# RENTAL LOCATIONS

- 1** Client fills out form: lists availability, desired lesson frequency, specific details on swimmers, location choice, etc.
  - There is no requirement as far as a minimum amount of lessons. Clients can sign up for as little or as many lessons as they choose, depending on availability and demand for certain dates and time frames. (Ex: evenings a weekends may only be offered once per week due to high demand/low availability)
- 2** The scheduling coordinators then choose a form based off of what location/time frames they are working on getting scheduled.
  - We do our best to schedule rental lessons in the order the forms are received, however sometimes we are not able to follow it exactly. (Ex: Office staff have filled 10-11am, so they may look for the next client who listed a timeframe including 11-12pm on their form and get them scheduled next in order to avoid gaps.)

# *RENTAL LOCATIONS CONTINUED...*

- 3** Office staff will reach out via text with a proposed schedule, clients then have 24 hours to review the schedule and confirm.

  - Dates are automatically removed if we do not receive confirmation within 24 hours. Office staff will reach out with one reminder before removing the schedule.
- 4** If there are any dates or times that do not work for the client, they can respond accordingly and office staff will either remove the dates or offer alternates depending on the specifics. (location of lessons, client availability, etc)
- 5** Once final confirmation is received by the client, the schedule is finalized. At that point any final information will be sent to the client (if necessary), and the dates will be individually entered into our appointment system.
- 6** Clients will receive automated appointment reminders 48 hours before each appointment.

# TRAVEL LESSONS

## NEIGHBORHOOD AND PERSONAL POOLS

- 1 Client fills out form: lists availability, desired lesson frequency, specific details on swimmers, location choice, etc.

  - There is no requirement as far as a minimum amount of lessons. Clients can sign up for as little or as many lessons as they choose, depending on availability and demand for certain dates and time frames. (Ex: evenings and weekends may only be offered once per week due to high demand/low availability)
- 2 The scheduling coordinators choose a form according to what location/instructors schedule they are working on.

  - TRAVEL LESSONS ARE SCHEDULED IN ORDER OF WHICH LOCATIONS HAVE THE MOST SWIMMERS. (Ex: Office staff is working on scheduling the Fieldstone subdivision because they have the most swimmers. Those clients will hear from us first, no matter the order that each individual filled out the form vs clients at other locations.) Scheduling travel lessons this way helps to ensure that we are able to keep lessons back to back, in which case the instructor needs less drive time and has more time to teach lessons- more lives saved!

# ***TRAVEL LESSONS CONTINUED...***

## ***NEIGHBORHOOD AND PERSONAL POOLS***

- 3** Office staff will individually map out the lessons to ensure that the instructor has enough travel time.
  - The dates will be “penciled in/reserved” according to the availability/lesson frequency provided on the form.
  
- 4** If there are any dates or times that do not work for the client, they can respond accordingly and office staff will remove the dates.
  - Occasionally we are able to offer alternates, however when it comes to travel lessons we do not always have the option. Being that travel lessons are individually mapped out and the schedules are planned before dates are sent, alternate dates and times may not be an option at that moment. Additional lessons can always be added in throughout the season via weekly emails that contain all instructor openings.
  - Please understand that we may not be able to accommodate different lesson days/times for weeks when clients will be unavailable. For example, if a family has lessons on Wednesdays but will be unavailable on one specific Wednesday, we may not be able to offer an alternate day that week when building the initial schedule. Clients can always refer to the weekly emails with openings in order to add in lessons on a weekly basis.

# ***TRAVEL LESSONS CONTINUED...***

## ***NEIGHBORHOOD AND PERSONAL POOLS***

- ⑤ Clients will receive a text with the proposed schedule, the client then has 24 hours to review the schedule and confirm.
  - Dates are automatically removed if we do not receive confirmation within 24 hours. Office staff will reach out with one reminder before removing the schedule.
- ⑥ Once final confirmation is received, the schedule is finalized. At that point any final information will be sent to the client (if necessary), and the dates will be individually entered into our appointment system.
- ⑦ Clients will receive automated appointment reminders 48 hours before each appointment.