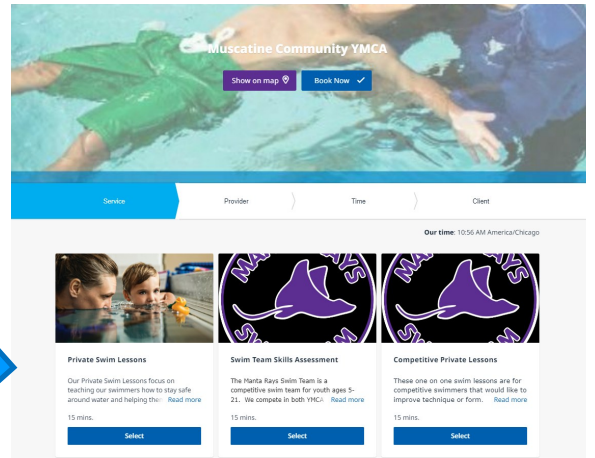
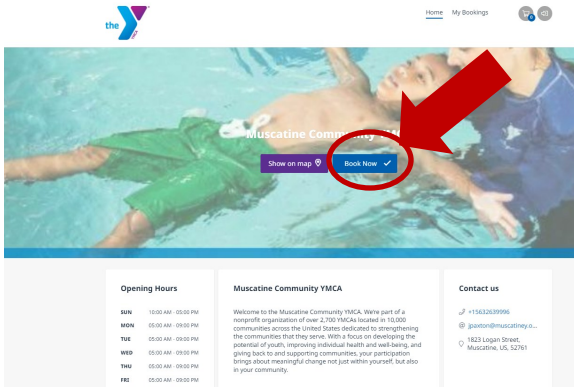


HOW TO BOOK PRIVATE LESSONS AT THE MUSCATINE COMMUNITY YMCA

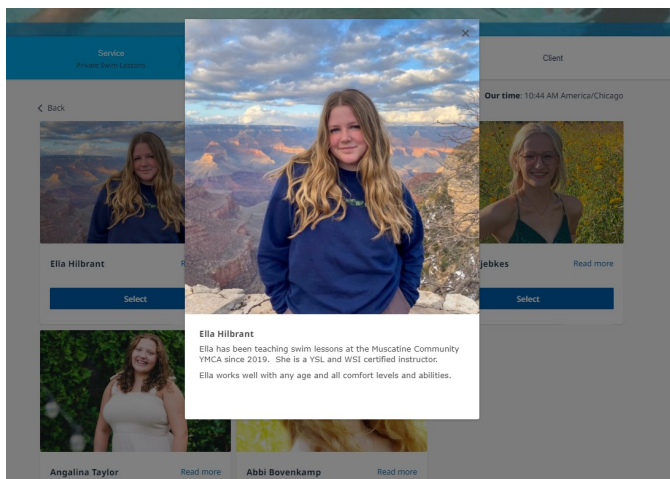
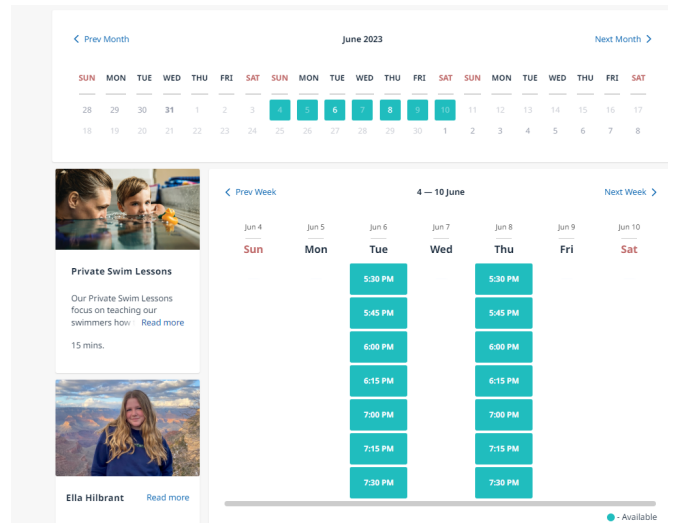
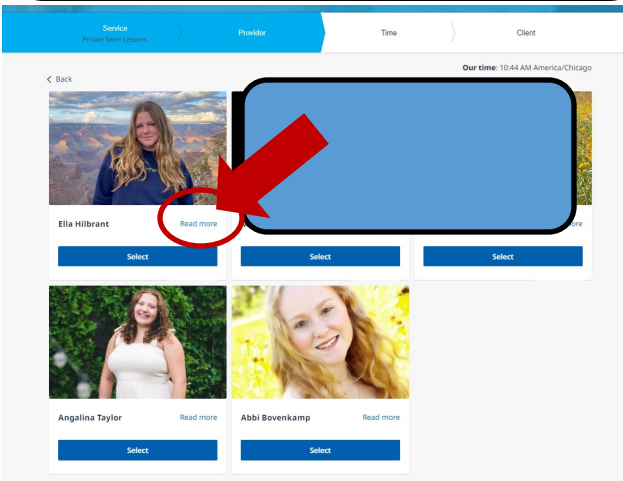
1. Click on the booking link, then click on the blue "BOOK NOW" button.

2. Select the Service you wish to book.



3. Instructors with openings will be listed. Please click "READ MORE" to see each instructor's experience and find out which instructor matches your swimmer the best!

4. After you have selected the instructor that will best match your swimmer, a list of available times will appear. Select **ONE** time slot.



Continued on next page

5. Enter **SWIMMER** information (please note: IF you have multiple children you'd like to book, please list **all** children under one account. Example: Joey & Susie Smith. This allows you to use the same account for all children). You can enter details about multiple children in the notes.

6. Confirm your booking details by clicking the "CONFIRM BOOKING" button

The screenshot shows a sign-in page with two sections: 'Existing clients: please sign in here' and 'New clients: please sign up here'. The 'New clients' section is circled in red and contains the following fields: Name, Email, Phone, Password, Swimmer Date of Birth (with month, day, and year dropdowns), Swimmer Gender, Swimmer Skill & Comfort Level, and Swimmer Lesson Experience. There is also a text area for additional information.

The screenshot shows a 'Please, confirm details' page. It displays the user's login status as 'Joey Swimmer' and the booking details for 'Private Swim Lessons' on 06.06.2023 at 5:30 PM, provided by Ella Hilbrant. A red circle highlights the 'Confirm booking' button.

7. Add your booking to your calendar, cancel or add more bookings.

The screenshot shows the booking details for 'Private Swim Lessons' on 06.06.2023 at 5:30 PM. It includes the provider's name, booking code, and status. At the bottom, there are three buttons: 'Cancel', 'Book More', and 'Add To Calendar'.

Additional Information:

- You will only be booking your **FIRST** lesson(s). Your instructor will schedule the remaining lessons for you, based on their available consecutive dates. In general, your lesson should repeat each week at the same time on the same day.
- If you need to book more than one child, you will need to list all children under the same account. The system will not allow you to create multiple accounts with the same email address.
- Private lessons are sold and booked for four (4) lessons. If you wish to book additional lessons beyond that, you may do so, but instructors schedule may vary. Please consult your instructor if you have questions about booking for more than four (4) lessons.
- Please **DO NOT** book more than **ONE-15** minute lesson time per swimmer initially. Your instructor will take care of the rest!
- **Please be sure to read our cancellation and payment policies.**
- We strongly recommend using the client booking app and SMS/notification features. This ensures you receive lesson reminders and quick links for cancellations!

Thank you!!