

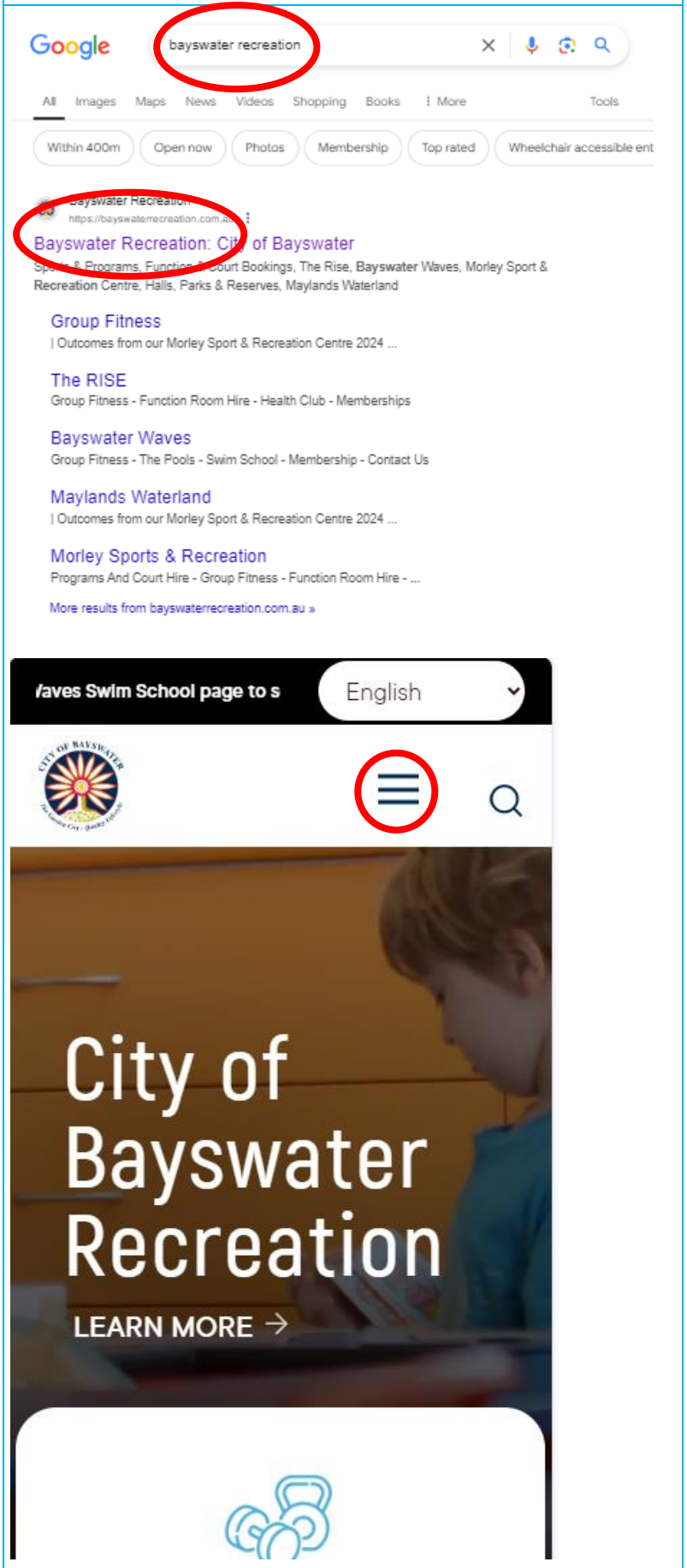
**How to Enrol Online**

- 1 Search Bayswater Recreation  
Select Bayswater Recreation: City of Bayswater  
URL: [City of Bayswater – Bayswater Recreation](https://www.bayswaterrecreation.com.au)

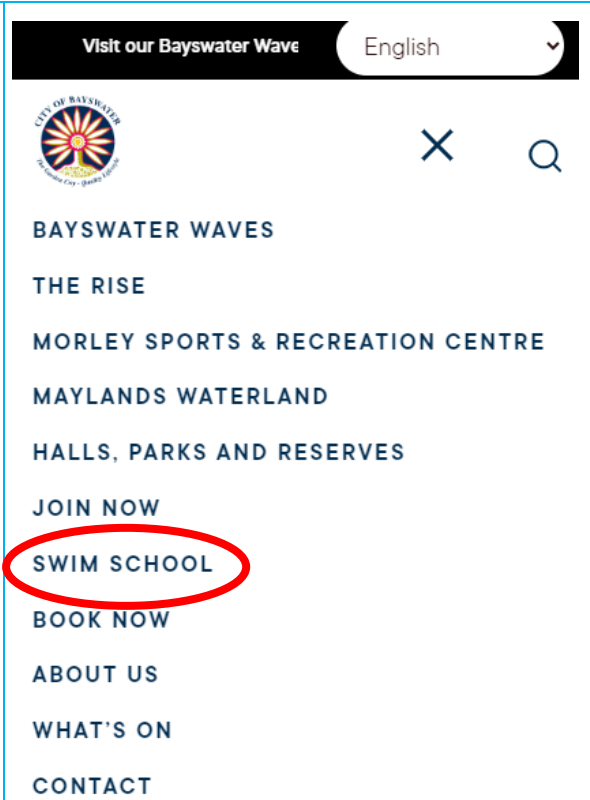
On the City of Bayswater Recreation landing page click on the three bars in the top right-hand corner of the screen.



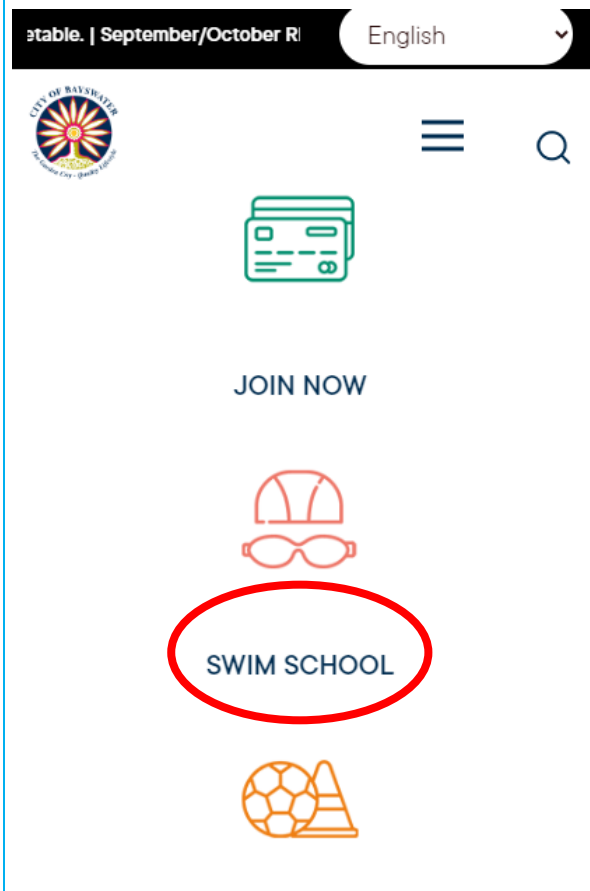
**Mobile Device Screen Image**



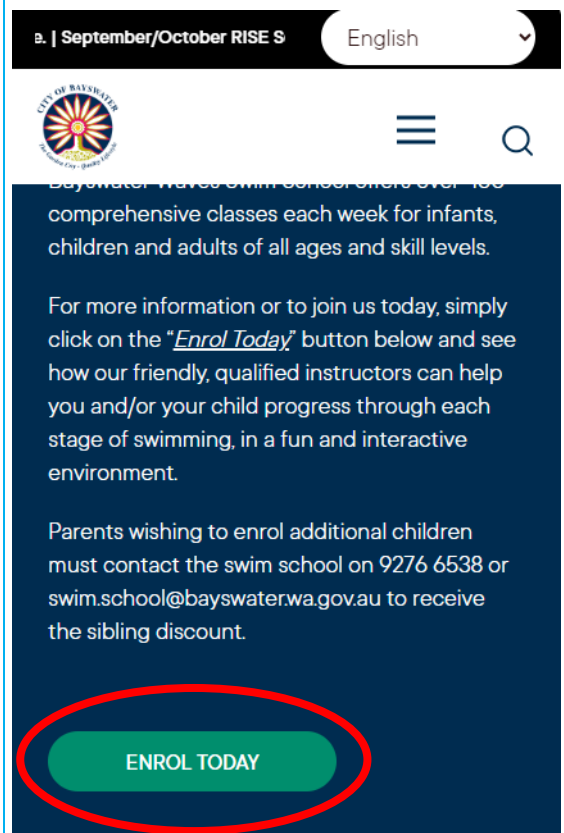
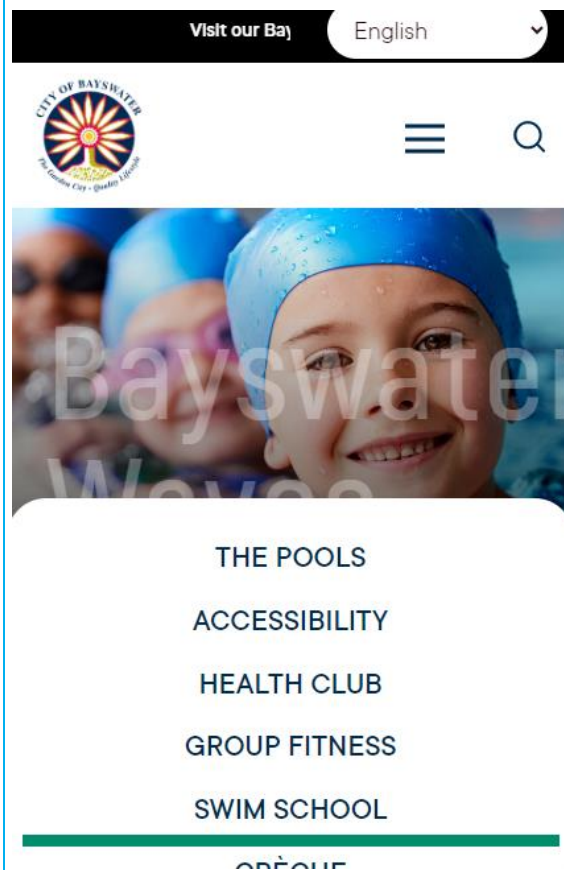
Select Swim School from the drop-down list.



Alternatively, you can scroll down and select Swim School.



When you arrive at the Swim School landing page your screen looks like this.



Scroll down and click on Enrol Today

2 You will now be redirected to the online portal.

<https://phoenix.bayswater.wa.gov.au>

Select Bayswater Waves

Select Perpetual Swimming Lessons

The screenshot displays the 'New Enrolment' page on the City of Bayswater website. At the top, there is a navigation bar with the City of Bayswater logo and the text 'Home / Courses /'. Below this, the main heading is 'New Enrolment'. A 'Timetable' button is visible. The first section, 'Select a location', has a dropdown menu with 'Bayswater Waves' selected and highlighted by a red circle. The second section, 'Select your enrolment type from each of the options below.', also has a dropdown menu with 'Bayswater Waves' selected and highlighted by a red circle. The third section, 'Select a program', has a dropdown menu with 'Perpetual Swimming Lessons' selected and highlighted by a red circle. The 'School Holiday Programs' option is also visible. At the bottom, there is a footer that reads 'Powered by Phoenix © 2024 KESTRAL'.

3 When presented with the class options -  
Choose the relevant lesson

Select a location



Bayswater Waves

Select a program

Perpetual Swimming Lessons

School Holiday Programs

Select a level

**LITTLE DUCK 1 (5-12 Months)**

Gentle assisted water introduction where your little one experiences how the water feels. Surface bubble blowing and supported float on matt. Supported arm and leg movement. Target age 5 to 11 months

**LITTLE DUCK 2 (12-18 Months)**

A progression of the gentle assisted water introduction this

**TEENAGE**

Our Teenage classes are ideal for students aged between 12-17 who have not had the opportunity to participate in swimming lessons before, or need help with their swimming skills.

Target age 13 to 16 years

**PRIVATE - NOT AVAILABLE FOR ONLINE SIGNUP**

NOT AVAILABLE ONLINE. PLEASE ENQUIRE DIRECTLY WITH THE SWIM SCHOOL

Once selected your screen should automatically scroll to the bottom

Click Continue

Continue >

4 At the next screen choose a preferred day and class time.

Home / Courses / New Enrolment /

# Enrol in LITTLE DUCK 1 (5-12 Months)

You have selected to enrol at **Bayswater Waves** in the **Perpetual Swimming Lessons** program with the level **LITTLE DUCK 1 (5-12 Months)**.

Select a class from the options below.

Any day 9	Mon 1	Tue 1	Wed 1	Thu 1
Fri 1	<b>Sat 1</b>	Sun 3		

**Sat** at **10:40-11:10 AM** with **ToniS**  
1 space available from Saturday, 21 September >

5 On the next screen select a starting date out of the two options provided.

**LOCATION**  
Bayswater Waves

**PROGRAM**  
Perpetual Swimming Lessons

**LEVEL**  
LITTLE DUCK 1 (5-12 Months)

**TEACHER**  
ToniS

**FIRST LESSON**  
Saturday, 16 July 2016

**LESSONS**  
**Sat** at **10:40-11:10 AM**

**AVAILABLE SPACES**  
1

Select a starting date

Saturday <b>21 September</b>
<b>Saturday 28 September</b>

Once selected, scroll down and click Continue

LESSONS

Sat at 10:40–11:10 AM

AVAILABLE SPACES

1

Select a starting date

Saturday  
21 September

Saturday  
28 September

In the next step, you will need to either log in or create a new account to complete this enrolment.

< Back

Continue >

6 You will then be asked to Create a Login

# Log In

Membership Number or Email Address \*

Password \*

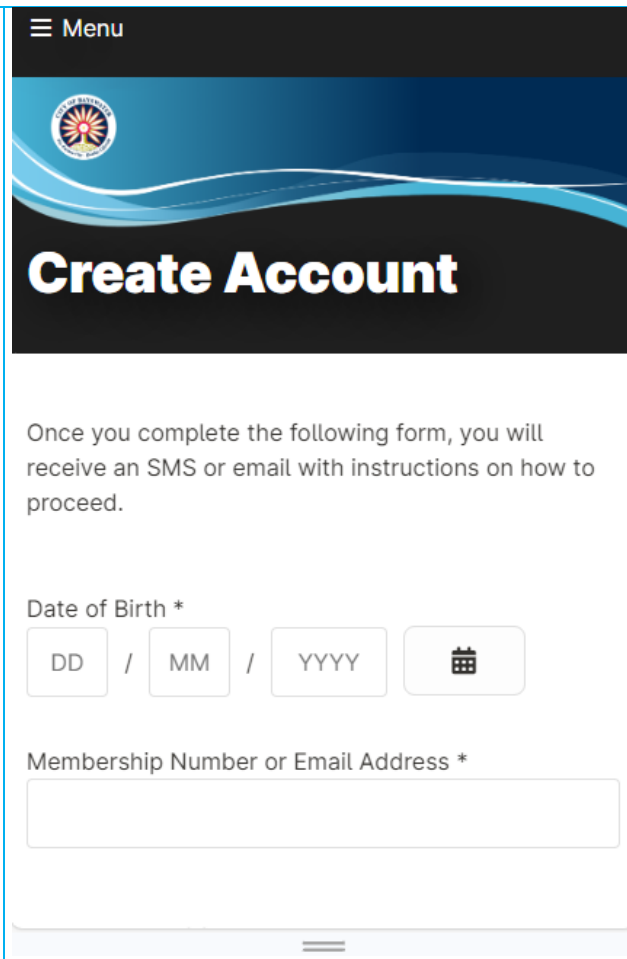
Remember Me

Log In


[Create Account](#) | [Forgot Your Password?](#)

Select Create Account – Bottom left-hand side of screen

7 When prompted fill in date of birth and email details.




Menu



## Create Account

Once you complete the following form, you will receive an SMS or email with instructions on how to proceed.

Date of Birth \*

DD / MM / YYYY 

Membership Number or Email Address \*

8 Scroll down, read and select tick box to agree to the Terms and Conditions

### Terms & Conditions

1. Privacy Your information will be used to provide you with updates that may affect our service provision and/or access to facilities. This includes class cancellations, changes to operations, membership correspondence, etc. You may choose to opt out with staff once the membership enrolment is complete. By choosing to opt out of all correspondence, you agree and acknowledge that you will not receive important communications, updates or notices. You are agreeing to treat staff with respect and understand that your decision to opt out may result in being unaware of changes that directly affect you.

2. Age Limits Swimming Pools: Children under 13 years of age must be supervised by a responsible adult. Spa, Sauna and Steam Room: 16 years and over Health Club: 15 years and over Aerobics and Aqua aerobics: 13 years and over (15 years and over for any weight resistance classes) Hydrotherapy: 16 years and over (except for approved programs). Membership for

I agree to the terms & conditions

**Create**

Powered by Phoenix © 2024 KESTRAL

Click on Create



9 You will be asked to verify your details via email or mobile.

Select preferred method and click Verify

On some devices you will only have one option and will be presented with a screen advising you that you will soon receive an email to activate your account.

**Create Account**

**Verify via email or mobile**

Please select how you wish to verify your details.

Enter mobile if you wish to receive verification via SMS. \_\_\_\_\_

Mobile  
\_\_\_\_\_

How do you wish to receive verification? \_\_\_\_\_

**Email**  
An account verification link to  
waves.manager@bayswater.wa.gov.au

**SMS**  
SMS code to mobile specified above

**Verify**

10 You will then receive an email asking you to click on the link to confirm the account.

An account has been created for this email address. If you did not make this request, please disregard this email.

Copy and paste the following link into your browser to confirm your email address and continue:

[https://phoenix.bayswater.wa.gov.au/Account/Confirm/waves.manager@bayswater.wa.gov.au/pGuVfm5Z\\_PMhrv3UwJK755rosy\\_v7sJ7SwGrizczD8%3D](https://phoenix.bayswater.wa.gov.au/Account/Confirm/waves.manager@bayswater.wa.gov.au/pGuVfm5Z_PMhrv3UwJK755rosy_v7sJ7SwGrizczD8%3D)

11 Once verified you will be redirected to the portal to the reset your password screen.

Create a password and select Save

If you get a message stating that your password does not match, then it could be one of two things:

1. Your passwords don't match, or
2. Your password is not strong enough.

☰ Menu

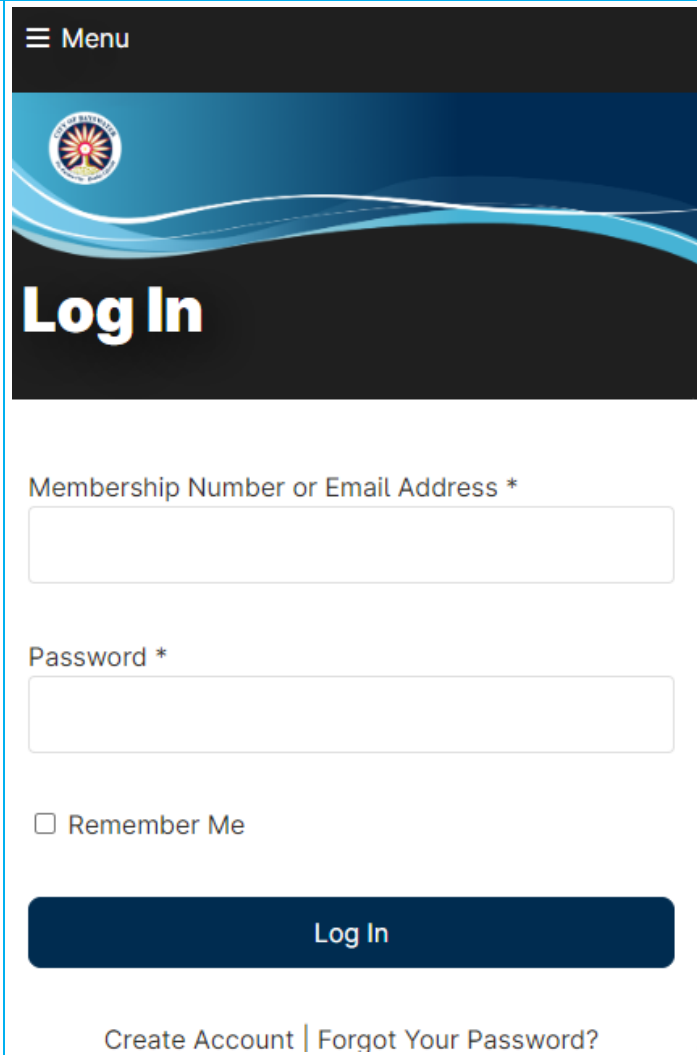
**Reset Password**

New Password \*


Confirm New Password \*

**Save**

12 Enter your login details and select Log in



Menu



# Log In

Membership Number or Email Address \*

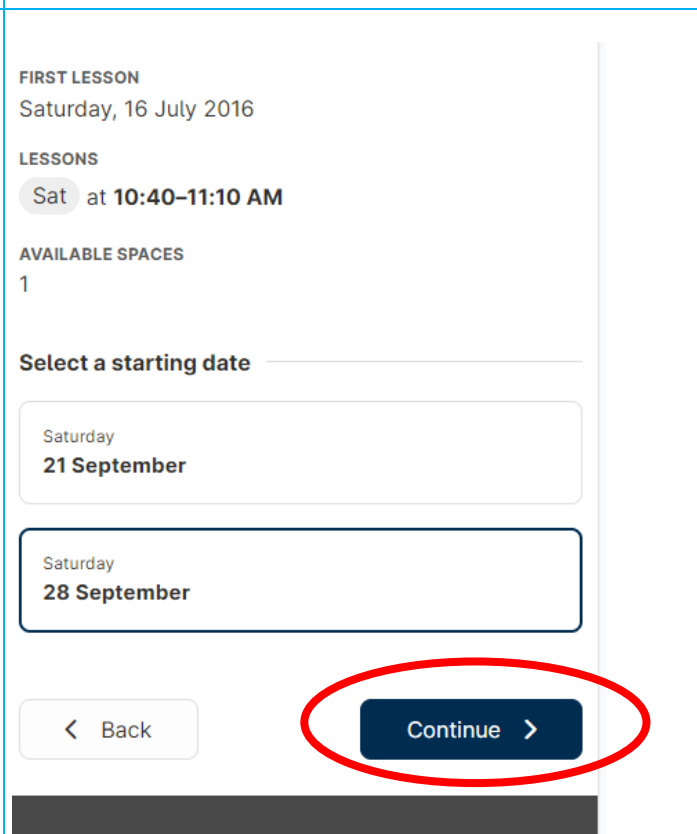
Password \*

Remember Me

Log In

[Create Account](#) | [Forgot Your Password?](#)

13 You will then be presented with your selected class and first payment date details.



FIRST LESSON  
Saturday, 16 July 2016

LESSONS  
Sat at 10:40-11:10 AM

AVAILABLE SPACES  
1

Select a starting date

Saturday  
21 September

Saturday  
28 September

< Back

Continue >

Review the details and if correct scroll down and select continue

14 On the next screen select the relevant enrolment button out of the options provided.

Choose Someone Else if this is their first time enrolling.

Scroll down – read and acknowledge the Terms and Conditions by selected the tick box and click on Continue.

**Someone else**  
You'll be asked to provide their details in the next step.

Note that any discounts available to the currently selected person may not be available to others.

**Agreements**

Waves Conditions of Entry at all times, and are displayed at the facility entry.

13. Fees and Charges  
All prices are subject to change as per the City of Bayswater Fees & Charges. Notification of any approved changes to fees will be provided prior to the changes being implemented.

14. Certificates  
Certificates are provided upon request. Please see the Swim School Office if you would like to receive a certificate indicating progress and achievement.

I have read and I agree to the Swim School Terms and Conditions

Cancel Continue >

15 When prompted, complete details of the new contact.

Home / Courses / New Enrolment /

## New Contact

Please enter your details below.

After completing the new enrolment signup, this new person will be linked to your online account and will be accessed via the same username and password. You'll be able to switch between users via the *Select User* option from the account page. If you do not wish to have this person linked to your account, please cancel, then log out and create a new account for the enrolment instead.

**General**

Full Name \*

Date of Birth \*

Once all details have been completed click Continue

- ADHD/ADD
- Asthma
- Autism Spectrum
- Chronic condition
- Cognitive Disorder
- Epilepsy
- ...

**Emergency Contact**

Emergency Contact Name

Emergency Contact Number

Cancel

**Continue >**

16 When presented with the next screen check the details and select - Continue to Debit Sign up

Item	Quantity	Cost
Enrolment for Jane Doe in LITTLE DUCK 1 (5-12 Months) Starting Saturday, 28 September 2024 10:40-11:10 AM Ongoing at \$18.00 per session	1	\$0.00
<b>Total</b>		<b>\$0.00</b>

Empty Cart

+ Enrol Another Student

**Continue to Debit Sign up >**

17 You will then be directed to a screen asking you to progress to the Direct Debit Signup

Click on the Direct Debit Signup button on the bottom RHS of screen.

Item	Quantity	Cost
Enrolment for Jane Doe in LITTLE DUCK 1 (5-12 Months) Starting Saturday, 28 September 2024 10:40-11:10 AM Ongoing at \$18.00 per session	1	\$0.00
<b>Total</b>		<b>\$0.00</b>

Empty Cart

+ Enrol Another Student



18 As this is an encrypted third party form you will need to fill in your customer details.

Bayswater Waves
Direct Debit Request

You are about to create a Direct Debit Request for **Bayswater Waves**

**Customer Details**

Please enter your details, including the reference number given to you

**Customer Reference \***  
2864

**First Name \*** Julia **Last Name \*** Hendley

**Email \*** julia.hendley@bayswater.wa.gov.au **Mobile No**

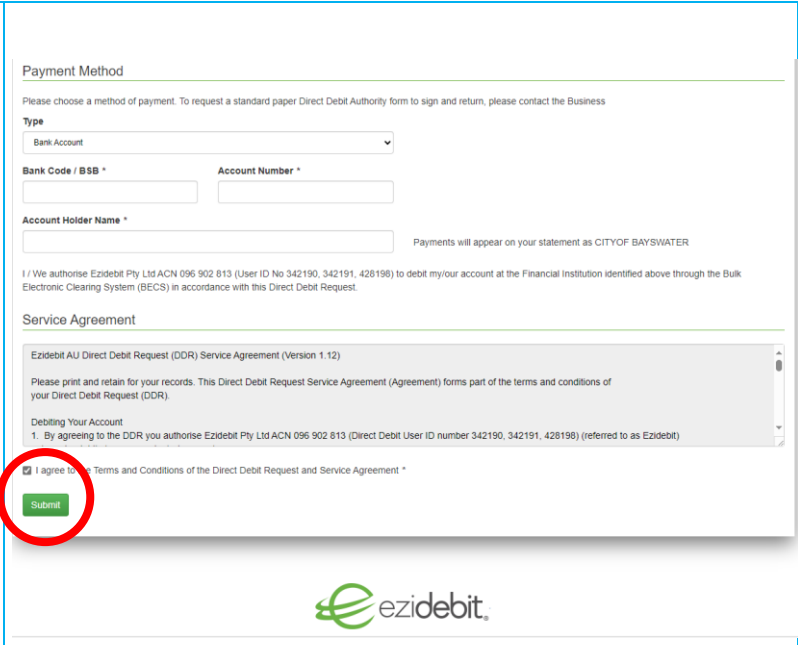
**Address Line 1 \*** 57 Milne st **Address Line 2**

**Suburb \*** BAYSWATER **State \*** WA **Postcode \*** 6053

**Debit Arrangement**

**Debit Arrangement Statement**  
I authorise and request the debit user detailed below to debit payments from my nominated account, as specified below, at intervals and amounts as directed by Bayswater Waves as per the Terms and Conditions of the Bayswater Waves agreement and subsequent agreements.

<b>Fees / Charges</b>			
One Time Setup Fee	\$2.20	Visa/Mastercard	0.00%
Bank Account	\$0.00	Amex	0.00%
Optional SMS Reminder	\$0.00	Failed Payment Fee	\$14.80

<p><b>19</b> Complete your payment details.</p> <p>Read and agree to the terms of the Direct Debit and Service Agreement by checking the tick box</p> <p>Click on Submit.</p>	
<p><b>20</b> Once the payment has finished being processed you will receive a welcome email containing details of your enrolment. The email will also contain important information to assist customers on their first visit.</p>	<p><b><i>Please go to reception when you first arrive at Bayswater Waves.</i></b></p> <p><b><i>Customer service will provide you with a keytag that will provide access through the aquatic gates.</i></b></p>