

## ***School Holiday Programs - Frequently Asked Questions***

### **1. How do I enrol my child into the School Holiday Program?**

This can be done online or in person at The Rise reception.

- To register online, create an online phoenix account using the below link.
  - If you have registered for swim school or a membership online, then you may already have an online phoenix account
- Log into your account and follow our “how-to-guide” when registering & paying for a clinic online.  
[Create Account | City of Bayswater](#)  
[New Enrolment | City of Bayswater](#)
- Once you created this account once, you won't have to do this for future online enrolments

### **2. Can I enrol both of my children into the class?**

You sure can, you just need to make sure each child has been added under the adult profile online.

**Step 1:** Follow prompts and add first child's clinic to your cart.

**Step 2:** Select “Enrol another student” and add in your second children's details and the clinic they wish to do.

**Step 3:** Follow the prompts to pay for your cart.

**Step 4:** Repeat steps 1-3 if any children want to do more than 1 clinic.

### **3. How do I know there is space in the class for my child?**

The online portal will show the remaining spots available in each clinic. If you cannot see the clinic you wish to do, then it is full. You are welcome to call us to be placed on the waitlist for those clinics.

### **4. Why can't I see my child in the online portal?**

All children need to be linked to their parent/guardian profile in our system. Please make sure you create your online phoenix account using the email address we have on file for you. You will then be asked to add in your child's details under your account so that they are linked to you. If you cannot see them still, please call us and we will confirm if your email address is correct and your child is linked to you in our system.

### **5. What happens if my child is sick and unable to attend the class?**

We missed seeing them in the class but are happy to provide a refund for the clinic when a medical certificate can be produced. All refunds are at management discretion, as per our Term & conditions.

### **6. What happens if I accidentally enrolled my child into the wrong clinic online?**

Not to worry, please email/call us with your child's details and the clinic error and we will endeavour to change them into the clinic they want to go to (subject to available spots). No refunds will be given for enrolment errors.

### **7. How do I know that the enrolment has processed?**

You will receive a confirmation email from us within 24hrs of registration. Please call us if you do not receive this email.