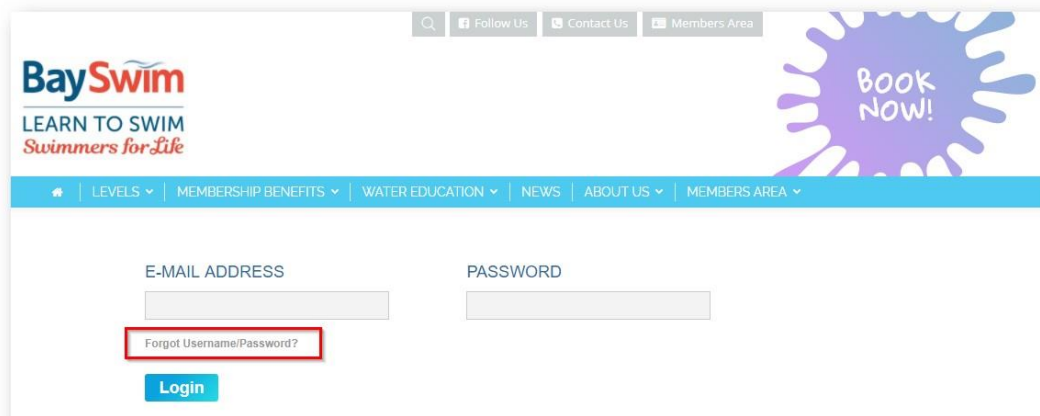


## ONLINE BOOKING TROUBLESHOOTING

1. If you are unable to see the level you require for booking please contact reception
2. If your unable to log in please contact reception to check that we have your email address correct
3. For Perpetual booking you must pay by credit card for the initial prorata you are able to add your bank account details for future direct debit payments
4. You are able to change your password from in your my account screen after your first log in
5. Once you have completed booking and payment you are unable to make changes to the booking – if you need to make a change to your booking please contact reception
6. You are able to specify which term you are wanting to book into if more than one is open for booking
7. the customer can reset their own password if they forget what it is by using the forgot password – this will send them an email where they are able to reset the password



The screenshot shows the BaySwim website's login interface. At the top, there is a search icon and links for 'Follow Us', 'Contact Us', and 'Members Area'. The BaySwim logo is prominently displayed, along with the tagline 'LEARN TO SWIM Swimmers for Life' and a 'BOOK NOW!' button. Below the logo is a navigation bar with dropdown menus for 'LEVELS', 'MEMBERSHIP BENEFITS', 'WATER EDUCATION', 'NEWS', 'ABOUT US', and 'MEMBERS AREA'. The main content area contains a login form with two input fields: 'E-MAIL ADDRESS' and 'PASSWORD'. A red box highlights the 'Forgot Username/Password?' link, and a blue 'Login' button is positioned below the fields.

8. "If you're having trouble logging in your booking or into a class please contact reception on PH: 07 5778550 or [bayswim@bayvenues.co.nz](mailto:bayswim@bayvenues.co.nz)