

# FAQ's

On Thursday, 22 October Kwinana Recquatic will be updating the Centre's Leisure Management software system to Perfect Gym.

This software will be responsible for the handling of all operational requirements within the Centre including:

- Casual Centre entry and general transactions
- Facility Bookings
- Program bookings e.g. Swim School and Sports Programs
- Membership sign-ups and management
- Group Fitness

## General

### What does this mean when I come into the Centre?

Nothing will change. Our new system will allow for more efficient service from our dedicated team. We are still dedicated to providing the superior facility and services you have come to know and love.

We do ask for some patience while we do implement the new system and allow our staff the time to get used to it, but we will also have additional support around the team to handle any issues.

### Will my membership fob still work?

We will have a short period of time on the first day of our new software where our current members will need to check in with our awesome counter staff while we transition.

Going forward though your current membership fobs will work as per normal.

### Why? What's the benefit for me?

By moving to this new software we are able to better provide our services to our community.

The added benefit is that a new web-based customer portal will be available for all of our community at launch.

This portal will give you greater control over your journey with Kwinana Recquatic.

#### For Members:

- Greater access to your membership status.
- The ability to make payments on-line or in Centre; such as outstanding payments or getting ahead.
- Booking of group fitness classes

#### Swim School Parents

- A one stop shop for all things swim school.
- Check student levels.
- Handle enrolments and class availabilities.
- Pay on-line

#### Community/ Patrons

- Easy membership sign up process to start your journey at the Recquatic
- Create an account to view Group Fitness classes and book.
- Check availability and enrol in swim school.
- Check stadium/ court availability

And that's just when we start, who knows what the future has in store.

## Swim School

### How will this affect my child's enrolment in their classes.

By the time we go live the new Swim School term would have already commenced so it will be services as normal.

Enrolments for the following term will be booked using the new system and this will be communicated out to current enrolments closer to the time.

Going forward it will now be easier to book on-line for your swim school terms and of course our staff are always on hand to help.

## Group Fitness

### Can I still book into my classes via MyWellness?

There will be a transition period where our group fitness classes will not be available on-line to be booked on the day of implementation, our friendly staff will be on hand though to help you with your bookings as we transition.

Once complete classes will once again be available to be booked via the MyWellness app as well as our new web-based Customer Portal that will be launched at the same time.

## Facility/ Stadium

### Can I still come in casually to shoot Hoops?

Of course, we'd love to see you come in. This won't impact the courts at all.

### I have a court booking; will this still be available?

Any current/ future bookings will still be held in the change over of systems.

## Creche

### How will this impact me using the Creche?

Our team is hard at work refining the booking system for our awesome Creche and we will communicate further details as we finalise them.

## Memberships

### Will my membership change?

No, your current membership will remain active and still allow you to use all the fantastic services we provide.

On the day we change over your fob / tag scan at the gates will not work and you will just need to check in with our awesome counter staff. Once we are up and running again after this first day everything will be as per normal.

### How will this affect my direct debit payments?

There will be a change for direct debit payments.

We are moving to a new debit provider as a part of this transition. The amount you pay, and your payment days will remain exactly the same.

For a few days before the changeover date as we move the data over, due payments will not be processed but these will be processed when the new debit provider is on-line.

We will naturally communicate any further information around this as it comes to hand.