

Waiting Lists Information

How do they work?

1. Is there a waiting list for all activities?

No. We hold waiting lists for **junior swimming, NICAS, adult swimming, and lead climbing.**

The reason we have waiting lists is mainly due to the huge demand for places in these programmes.

Classes are based on ability levels and we guarantee your place in the programme to progress through the different levels, provided you register and pay each block on time.

All other sports classes are filled on a first-come, first-served basis and are usually split by age group rather than ability. These can be booked by contacting reception.

2. How do I add someone on to the waiting list?

Access our website: <http://www.invernessleisure.co.uk/waitinglists/>

Frequently asked questions:

3. Where are we on the waiting list(s)?

When you register your details, you will be provided with an estimated waiting time. This can be viewed each time you log-in to the system.

4. How long will it take for a space to be allocated?

We are unable to provide an exact timescale due to the following factors:

- How quickly children/adults move to the next level.
- If current participants re-book for the next session.
- If the participant no longer requires their space.
- If we don't have your correct contact details – please remember to update us should your circumstances change.
- Dependent on the participants flexibility on the day/time provided for the activity.

5. How will I be advised when a space is available?

We will contact you by phone or by text - we will attempt to contact you three times before you are rejected. **It is important we have your current mobile number and email address.**

6. How does the process of allocating spaces work?

- When spaces become available we will only contact the number of customers we have space to accommodate.
- We will contact the customers from the top of our list.
- When we contact you to offer a space, you will have 48 hours to advise us if you wish to take up the space and book and pay (if required).
- If you do not respond within the timescale, we will change your status on our waiting list to *space offered – no response*.
- We will offer you three spaces on three separate occasions, before you are rejected and required to re-register on the waiting list.
- We will then move to the next customer on our list.

7. What if you contact us after the 48 hour deadline regarding space offered?

Due to exceptionally high demand, we cannot hold your position on the waiting list(s) if you do not respond within timescales. However, we do appreciate that in exceptional circumstances, it is not always possible to reply within 48 hours. Please contact the Activities Administration Team and we will deal with each case individually.

8. If I have had a space in the past and not re-booked, but would like to re-attend, what should I do?

- Follow the process above to add to the waiting list.
- This would result in the child/adult being added back on to the waiting list(s).
- Being a previous attendee of our classes does not give you priority over other customers waiting on a space.