

Waiting Lists Information

Frequently asked questions:

1. Is there a waiting list for all activities?

- No – we have waiting lists for **Junior Swimming, Adult Swimming and Love to Swim 1:1/1:2 lessons**.
- The reason these activities have waiting lists is mainly due to high demand.
- Junior/Adult Swimming are also organised by ability. Once allocated a space in these activities you will be able to progress through the different levels, provided you maintain attendance and payment as required.
- All other activities including Adult & Child Swimming and Junior Sports Activities are bookable in blocks, on a first-come-first-served basis – and are organised by age. These activities are available to view and book online at <https://booking.highlifehighland.com/> or visit <https://www.highlifehighland.com/il/activities/> for further information.

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

- Please visit our website: <https://www.highlifehighland.com/il/activities/>
- Select the 'Waiting Lists' option.
- Use a valid email address to 'register' or 'check status' if you have registered using that email previously.
- This will send an e-mail containing a unique link to access the waiting lists – please check your junk/spam folder.
- Follow the steps to add your/your child's details to the relevant list.

3. 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 participants move to the next level, complete the programme, or no longer require a space.
- It can be dependent on the customers flexibility with the day/times available for the activity, when offered.

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

- Once you register your details, you will be provided with an estimated waiting time from the date of registration.

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

- We will contact you by e-mail, text or by phone. **It is important that we have your current mobile number and email address.**

6. How does the process of allocating spaces work?

- We will only contact the number of customers we have space to accommodate, from the top of the list down.
- When we contact you to offer a space, you have 48 hours to confirm if you wish to book the space and pay.
- If you do not respond within 48 hours, we will change your status to '*space offered – no response*'.
- We will offer you a space on three separate occasions with no response, the waiting list place will be rejected, and you will be required to re-register on the waiting list.

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

- Due to high demand, we cannot hold a space if you do not respond within the timescale. 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 attend again, what should I do?

- Follow the process above to add to the waiting list. Attending an activity previously does **not** give automatic priority over other customers waiting for a space.