

# Aquatics Outdoor Summer Pass Sales

## THIS PROCESS HAS CHANGED FOR 2013

**EARLY PURCHASE PROMOTION** – All customers who purchase a pass before May 31, 2013 are to receive a free admission pass. See details on reverse.

Please follow these steps very carefully to sell and issue 2013 Summer Aquatic Passes.

Contact Ben Perlman with any questions or concerns.

### 1. Sell the pass as if it were a regular membership from Program Registration

All passes are under the plan “Aquatics Outdoor Summer Pass”

|       |                              |
|-------|------------------------------|
| Plan: | Aquatics Outdoor Summer Pass |
|-------|------------------------------|

### 2. If you are selling a **family pass**, skip to step 3.

Select either Adult/Child, and then Full Summer as the term.

|       |                              |
|-------|------------------------------|
| Plan: | Aquatics Outdoor Summer Pass |
| Type: | Adult                        |
| Term: | Aquatics - Full Summer       |

Skip to Step 4

### 3. For a **family pass**, you need to create a membership for each person. Sell each pass individually, following the same steps.

The main adult in the family uses the plan type “**Family- Main Contact Adult**”.

Each additional child or adult (max 4 children and 2 adults) use the plan type “**Family – Additional Adult**” or “**Family – Additional Child**”. Ensure the term is the SAME for all people

See examples for plan setup types for each family member.

Step 3 continued...

#### Main Contact (adult):

|       |                              |
|-------|------------------------------|
| Plan: | Aquatics Outdoor Summer Pass |
| Type: | Family - Main Contact Adult  |
| Term: | Aquatics - Full Summer       |

#### Additional Adult:

|       |                              |
|-------|------------------------------|
| Plan: | Aquatics Outdoor Summer Pass |
| Type: | Family - Additional Adult    |
| Term: | Aquatics - Full Summer       |

#### Additional Child:

|       |                              |
|-------|------------------------------|
| Plan: | Aquatics Outdoor Summer Pass |
| Type: | Family - Additional Child    |
| Term: | Aquatics - Full Summer       |

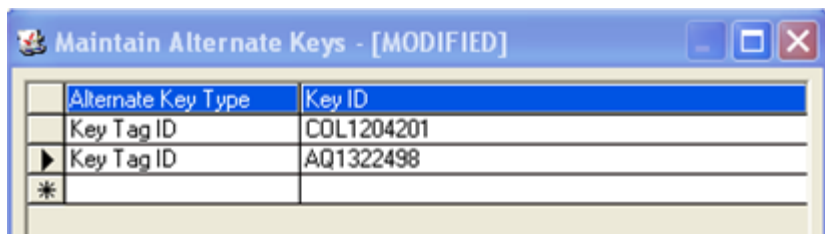
### 4. Click Register.

### 5. Assign the key tag as an alternate key.

Click on Client > Maintain Alternate Keys

|                              |        |        |         |
|------------------------------|--------|--------|---------|
| Client                       | Course | League | Members |
| Maintain Details...          |        |        |         |
| Maintain Free Agent Lists... |        |        |         |
| Maintain Course Waitlists... |        |        |         |
| Maintain League Waitlists... |        |        |         |
| Maintain Alternate Keys...   |        |        |         |
| Send Client Schedule...      |        |        |         |
| View Misc. Receivables       |        |        |         |
| View Course Registrations... |        |        |         |
| View League Registrations    |        |        |         |

...continued on reverse



Add an **ADDITIONAL** Key Tag ID

**DO NOT DELETE ANY EXISTING KEY TAG IDs**

Type the pass number (including the AQ), or scan the pass if your terminal has a barcode scanner. (Scanning is preferred).

**Ensure that you are accurate, there is zero ability for there to be any errors in this step.**

## 6. Prepare the pass.

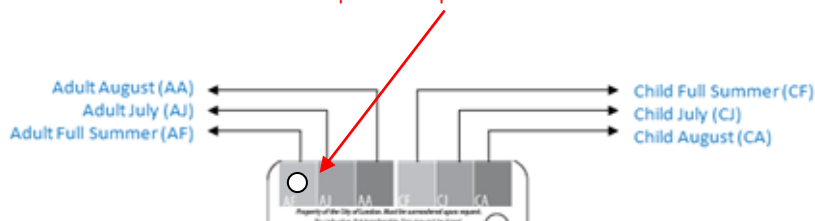
You must use a hole punch to punch the pass through the appropriate shaded area and indicate which type of pass it is.

**The pass also has a barcode sticker on it. Remove it.**

If you are filling out a registration form, you may place this sticker on the form instead of writing the number down

If you are registering directly in class, you may place these stickers on the receipt and write the names of the clients on them, or you may discard.

Example Punch placement for **Adult Full Summer**



## 7. Take Payment

## 8. Issue promotion coupon for purchases prior to May 31, 2013.



Place an X or hole punch **only one** admission type. The type must match the type of pass the customer purchased. Coupons are valid at indoor facilities and expire **June 30, 2013**

## Questions/Answers

### When are full summer passes valid?

Full summer passes are valid at all outdoor pools from the first day they open. Family half summer passes are valid only in the month they are designated for. (July or August)

### What if a family has more than 4 children?

Contact an Aquatics Supervisor.

### What if I am running low on passes?

Contact Ben Perlman (ext. 4463 / [bperlman@london.ca](mailto:bperlman@london.ca)) well before you run out.

### Is the free admission valid at outdoor pools?

No, just indoor pools during the spring.

### Can a customer purchase a pass at an outdoor pool?

Yes – but they may not pick up a previously purchased pass. Passes must be issued at the time of purchase.

### Can a customer buy their pass now and pick it up at an outdoor pool in the summer?

No – passes must be issued at the time of purchase.

### Additional questions/concerns not answered here?

Contact Ben Perlman, Lisa Brandie, or Mike Szarka

Ben – 4463, Lisa – 7508, Mike – 4478