

Instruction Guide to Swim Forms at West End

We are changing the way you submit swim forms! Hopefully this makes it easier on everyone. If you have any questions feel free to ask westendswim@gmail.com

Step 1: Getting the Form

1. Download the PDF from the West End Website. Go to **Junior Programs** and its in the **Learn to Swim** tab.
2. You can either print it out and fill it out and scan it and send it. Or if you know how to edit a PDF on your own you can do that as well and send it back to westendswim@gmail.com. If you are submitting a form the email subject line should include the name(s) of your swimmer(s).
 - a. If you do not know how to scan, or edit a pdf document you can write out the classes (including Session # and Time) you want in the body of the email.

Step 2: Getting confirmation

1. You have to wait until you get confirmation of your lesson time and session until you move forward. **(This will normally take 24-48 hours, if you submit on the weekend it may take longer, and please remember that all lesson forms are due Friday at 5pm the week before your desired session starts)**
2. If you have NOT received a confirmation that usually means the class you want is full and you will receive an email letting you know that one of the classes you signed up for is full and asking you if you can move to a different time/session or if you want to drop that class.

Step 3: Submitting Payment

1. You can attach your CC information to the form and we can accept payment that way, make sure to include the expiration month and year and the CVC#. (This is the fastest way to receive confirmation and a spot in the lesson.)
2. If you are uncomfortable sending your CC info through email, or you want to pay in cash or check, you can! You will receive a temporary confirmation since you did not include your payment and from the time that you get a confirmation email you have 72 hours (3 days) from that point to go to submit Cash/Check/Card in person at the Club. **Make sure you bring a print-out of your form with the walk-in payment if you choose this payment method.** Once payment is submitted you are confirmed.
 - a. If you would like to call and submit your CC information that you you can call Monday - Thursday from 9am-3pm. Make
sure to ask for Nadine [\(310\) 542-7373](tel:3105427373).
 - b. If you do not submit your payment within that 72 hour period then there is a chance of you losing your spot.

***Remember, just because you submitted the paperwork does not guarantee your spot, you have to get a confirmation first.** Email: westendswim@gmail.com if you have questions.