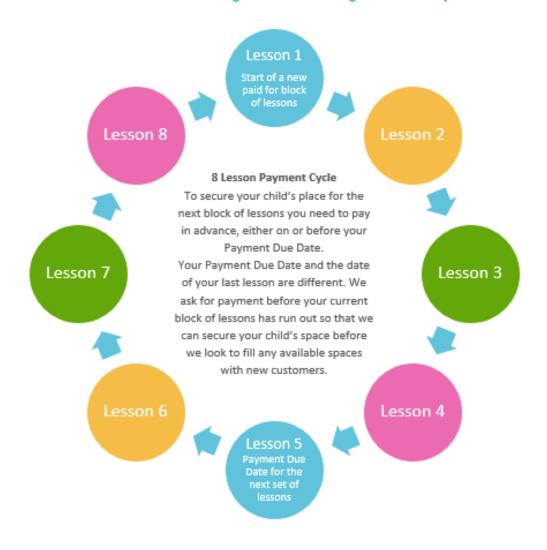
Features and benefits of your My Puddle Ducks account

We developed the My Puddle Ducks account with you, the customer, in mind. It's packed full of features to make managing your swimming lesson easier including:

- Being able to monitor your child's progress through the criteria for their given class level you can see how well your child is doing and where they might need some support. It also gives you a basis on which to Message your child's teacher to discuss progress
- You can book holidays if you know you aren't going to be around for a particular lesson e.g. if you are on holiday. This not only generates you a catch-up lesson voucher, valid for 6 months as long as you are a within a paid for block of lessons, it also frees up your space so someone else can do a catch-up lesson
- You can see which class level your child will move to when they have completed their criteria in their current level and a space becomes available this next class is selected based on the time and place of your current class
- Sign up for recurring payments by authorising us to take payment automatically from your chosen card on your Payment Due Date you will never miss a payment and never have to worry about your child losing their space in their class
- You can easily edit your own personal details, those of your child(ren) and emergency contact details
- Your Messages inbox allows you to contact your child's teacher directly and discuss their progress, you can also send general
 enquiries to your local office
- Order your child's awards with one click. On the right hand side of the My Puddle Ducks account web pages, you will see the latest awards and achievements of your child for which you can order the badges and certificates by simply adding them to your Basket

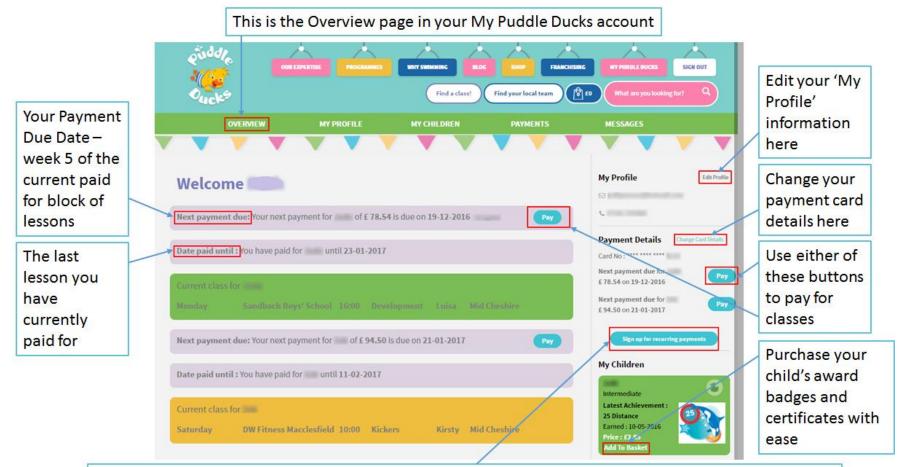
The following pages cover the 8 week payment cycle and how it works and also takes you through each page of your My Puddle Ducks account and how to best use it and take advantage of all the great features it has to offer.

The 8 Lesson Payment Cycle Explained



www.puddleducks.com

My Puddle Ducks 'Overview'



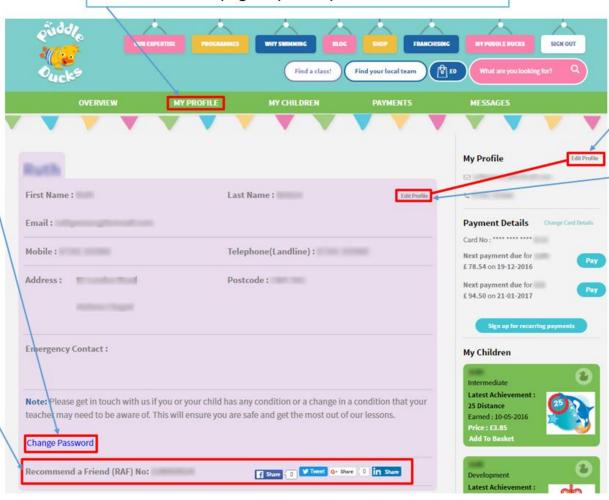
Sign up for recurring payments here – they make paying for your lessons so easy – all you need to sign up is a valid credit or debit card and you'll never have to remember when your payments are due again

My Puddle Ducks 'My Profile'

This is the Profile page in your My Puddle Ducks account

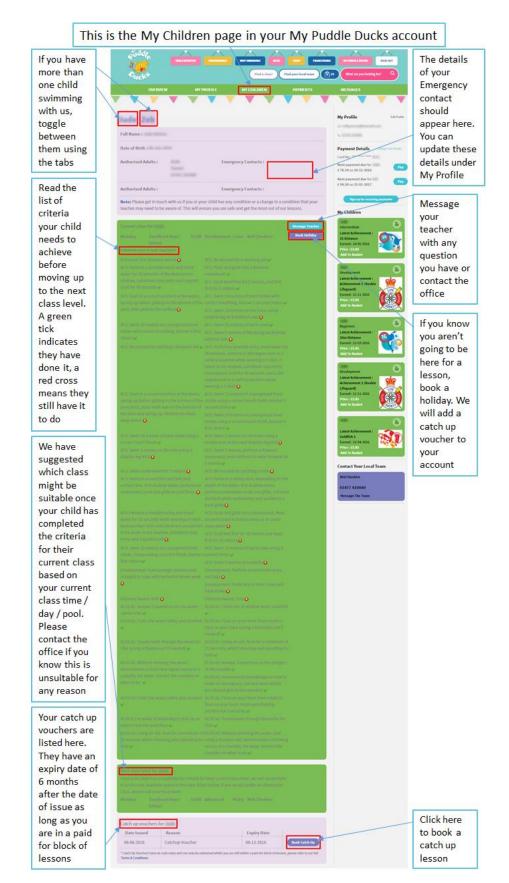
Want to change your password? Just click on this link

You and a friend can earn £10 credit each towards your next block of lessons. Use the sharing icons to share your unique code with your friends and start earning!

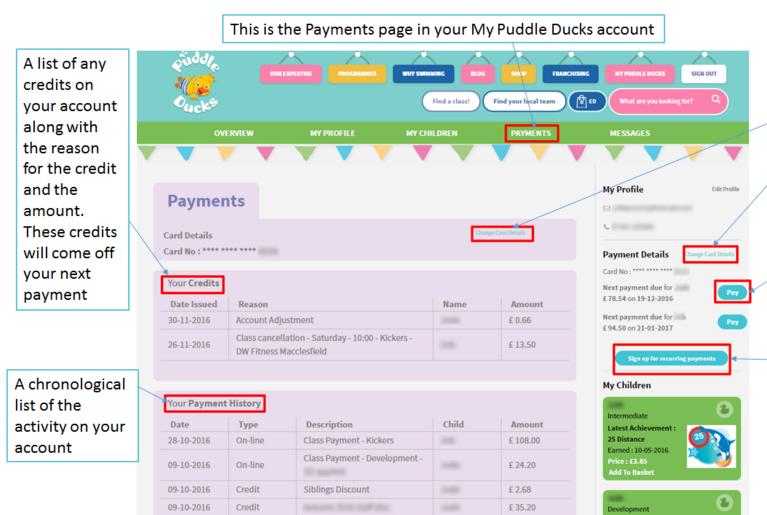


Both these links allow you to edit the profile details you see on this page

My Puddle Ducks 'My Children'



My Puddle Ducks 'Payments'



If your card is due to expire or you want to pay with a different card change your card details here

Make a payment by clicking here and follow the instructions

Never miss a payment again! Sign up for Recurring Payments — the easy way to pay for your Puddle Ducks classes

My Puddle Ducks 'Messages'

