



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 lessons easier including:

- You can easily edit your own personal details, those of your child(ren) and emergency contact details
- You can let us know you can't attend a lesson e.g. if you are on holiday. This not only generates you a Courtesy Class, valid for 6 months as long as you are a current customer, it also frees up your space so someone else can do a Courtesy Class in your place
- 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. If you are in one of our franchises who operate on Monthly Payments then you will already be signed up for Recurring Payments and you can view your Monthly Payment Schedule in your My Puddle Ducks account
- Being able to monitor your child's progress through the criteria for their given class level (NB criteria only appears from Little Dippers onwards) – you can see how well your child is doing and where they might need some support
- Order your child's awards with one click. On the right hand side of the My Puddle Ducks account pages, you will see the latest awards and achievements for your child and you can order the badges and certificates by simply adding them to your Basket

The following pages cover the 8-10 Lesson Payment model and the Monthly Payments model, how they work 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 8-10 Lesson Payment Model Explained

This diagram covers the 8 Lesson Model. If your franchise runs a 9 or 10 Lesson Model, the principle is the same in that your Payment Due Date will always be about 3 weeks before your current payment is due to run out e.g. if you are on the 9 Lesson Model, your Payment Due Date will be around your 6th lesson and if you are on the 10 Lesson Model your Payment Due Date will be around your 7th lesson.





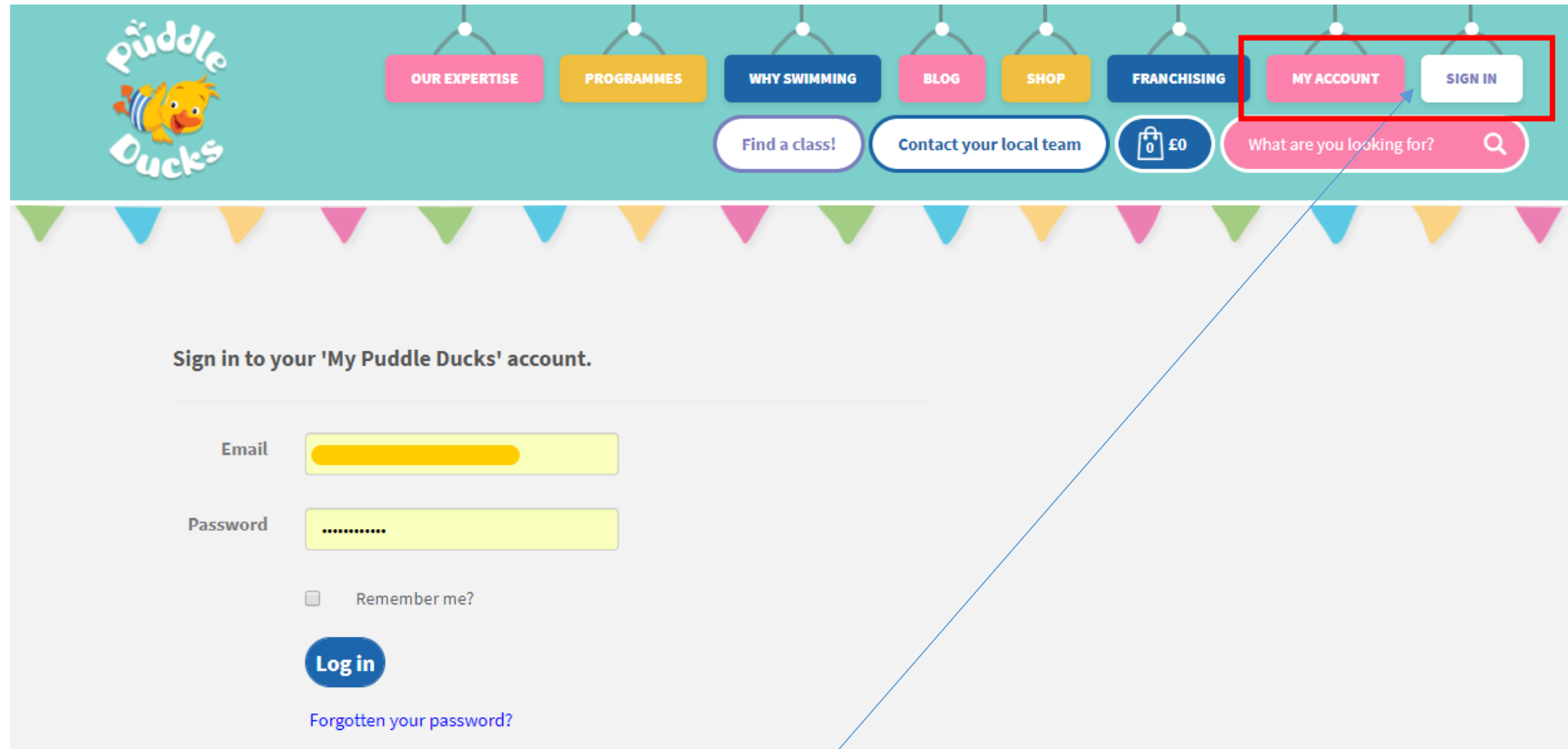
The Monthly Payment Model Explained

When you join a Puddle Ducks team who run the Monthly Payment Model, this is how it works:

1. We ask for a payment for 10 lessons when you join. When we take this payment, our payment partner, SagePay, stores your card details and you give us authority to take recurring monthly payments from that card until further notice.
2. We take no payment in the month following your initial payment; your first monthly payment comes out the month after that e.g. if you make your initial 10 week payment on the 15th January, we take no payment on the 1st Feb. Your first monthly payment would be on the 1st March. Monthly payments will never be for any more than 4 x your current lesson fee.
3. Your monthly payment will be reduced by using any current credits on your account. A credit might be generated by us having to cancel a lesson due to unforeseen circumstances, for instance.
4. The monthly payment amount can change if your child changes class or if lesson fees change.
5. January and August are 'balancing' months where we look at how many lessons you have in the bank and based on the lucky number 7, we either take no payment or a reduced payment. Even if you only have 3 or fewer lessons in the bank, we will never take more than 4 x your current lesson fee. Here's an example. If the week before your 1st August payment is due, you have 5 lessons in the bank, we will only take payment for 2 lessons on the 1st August, bringing your total lessons in the bank back to 7.
6. We will send you an updated payment schedule twice a year or when your child moves class.
7. If you have 10 or more lessons paid for in any month, no payment will be taken that month.
8. If you wish to cancel your recurring payments you can easily do so by giving us 30 days notice in writing (an email will suffice).

Please see our [Recurring Payment FAQs](#), a useful document that answers all the questions you might have about Recurring Payments.

How to access your My Puddle Ducks account



The screenshot shows the Puddle Ducks website navigation bar with the following elements:

- Logo: Puddle Ducks (featuring a duck and a fish)
- Navigation buttons: OUR EXPERTISE, PROGRAMMES, WHY SWIMMING, BLOG, SHOP, FRANCHISING, MY ACCOUNT, SIGN IN
- Search bar: What are you looking for? (with a magnifying glass icon)
- Utility buttons: Find a class!, Contact your local team, £0 (shopping cart icon)

The 'MY ACCOUNT' and 'SIGN IN' buttons are highlighted with a red box. A blue arrow points from the 'SIGN IN' button to the login form below.

Sign in to your 'My Puddle Ducks' account.

Email

Password

Remember me?

[Log in](#)

[Forgotten your password?](#)

Click on the SIGN IN button to get into your My Puddle Ducks account. When you first become a customer, you can sign in using your email and password you created if you booked online, or the generic password Password@123 if you booked by another method such as over the phone. Please change your password the first time you sign in. Once you are signed in, you will be taken straight to your Overview page. If you use your browser to store your login details, meaning you don't have to re-enter your login details each time you visit our site, you can just click on the MY ACCOUNT button; this will take you straight in to your Overview page.

My Puddle Ducks account: Overview Page

Your local team use this blue box to communicate important information, reminders or customer offers

These blue buttons make the key tasks you might want to complete easy to find. See our [Courtesy Class FAQs](#) for any questions you might have about how to generate or book a Courtesy Class. If you are on Monthly Payments, you won't see the Pay button. Instead, there will be a button to allow you to redeem Swimming Lesson Gift Vouchers if some lovely person has bought them for you!

The screenshot shows the 'My Puddle Ducks' account overview page. At the top, there is a navigation bar with the Puddle Ducks logo and several menu items: OUR EXPERTISE, PROGRAMMES, WHY SWIMMING, BLOG, SHOP, FRANCHISING, MY ACCOUNT, and SIGN OUT. Below this is a search bar and a 'Contact your local team' button. A green navigation bar contains 'OVERVIEW' (highlighted with a red box), 'MY PROFILE', 'MY CHILDREN', and 'PAYMENTS'. The main content area is divided into several sections: a 'Welcome' message, a congratulatory message for Kelly, a 'Current class for' section with details for a Saturday 15:30 Dippers class in South Cheshire, Wrexham, Staffordshire & Shropshire, and buttons for 'Let us know you can't attend a lesson', 'Book a Courtesy Class', 'Check Pool Holiday Dates', and 'Pay'. Below this is a 'User Guide' section with a 'Download' button. On the right side, there is a 'My Profile' section with an 'Edit Profile' link, a 'Payment Details' section with a 'Pay' button and a 'Sign up for recurring payments' button, and a 'My Children' section showing a 'Swim Academy Level 4 Latest Achievement: 25m (Distance Badge)' with an 'Add To Basket' button.

Edit your 'My Profile' information here

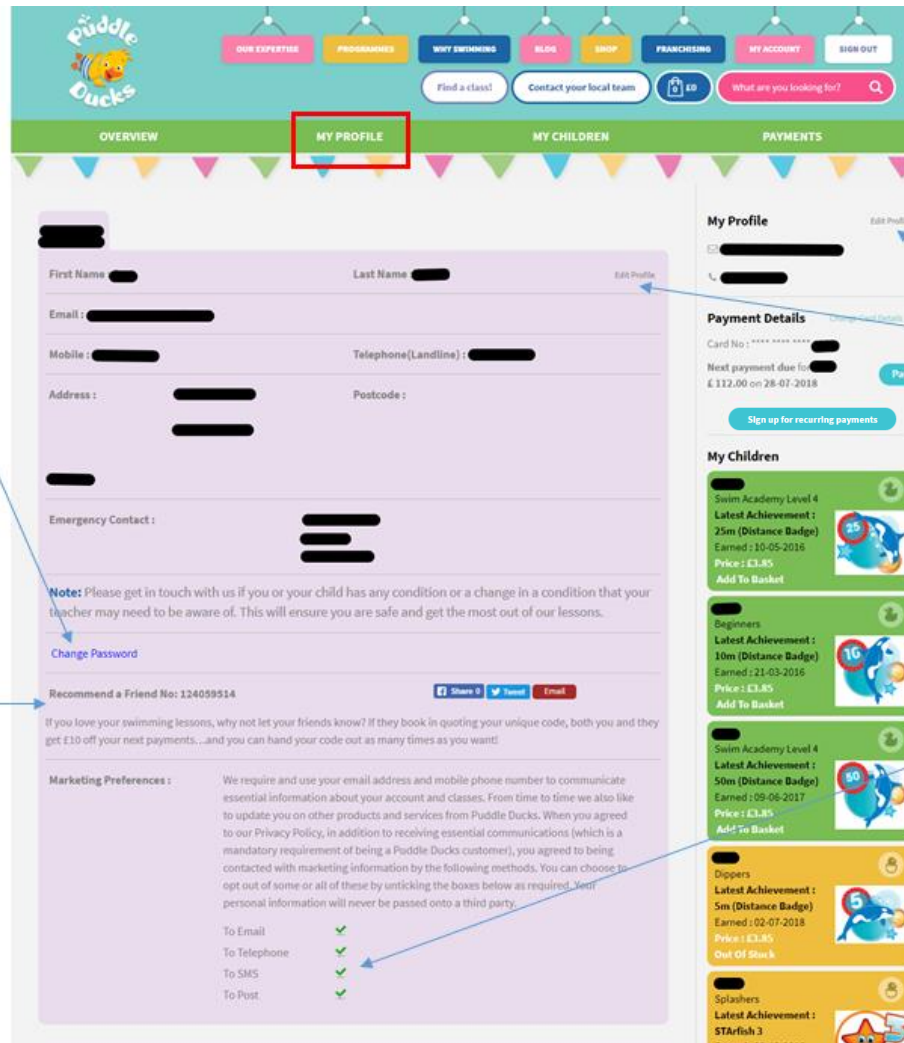
Change your payment card details here

Use either of these buttons to pay for classes. You won't see this button if you are on Monthly Payments as you are signed up to Recurring Payments

Purchase your child's award badges and certificates with ease

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. If you swim with a Puddle Ducks team who run the Monthly Payments model, you won't see this button as you will already be signed up to Recurring Payments. Instead, this will be a link to our Recurring Payment FAQs

My Puddle Ducks account: My Profile Page



Want to change your password? Just click on this link

You and a friend can earn £10 credit each towards your next payment. 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

Marketing Preferences – just let us know how you are happy for us to contact you and if you don't want to be contacted at all, just un-tick all the boxes.

My Puddle Ducks account: My Children Page

If you have more than one child swimming with us, toggle between them using the tabs

Read the list of criteria your child needs to achieve before moving up to the next class level. A green tick indicates they have done it, a red cross means they still have it to do. (NB criteria only appears from Little Dippers onwards)

Your Courtesy Classes are listed here along with their expiry dates and a link to easily book an available space in a class within the next 7 days

The screenshot shows the 'My Children' page on the Puddle Ducks website. At the top, there's a navigation bar with 'MY CHILDREN' highlighted in a red box. Below this, there are tabs for 'OVERVIEW', 'MY PROFILE', 'MY CHILDREN', and 'PAYMENTS'. The 'MY CHILDREN' section is divided into several parts: 'My Profile' (with fields for name, date of birth, and emergency contacts), 'Payment Details' (showing card information and a 'Pay' button), and 'My Children' (listing individual child profiles with their latest achievements and distance badges). One child's profile is expanded to show 'Current class for' (Saturday 15:30 Dippers) and a list of 'Criteria to move to next class level:'. These criteria include 'Dippers: Can independently and consistently regain Dippers: Can independently jump from standing feet and swim 3 metres', 'Dippers: Completed 8 Dippers lessons', 'Dippers: Is consistently confident at being handled by the teacher', 'Dippers: Is consistently exhaling when swimming', 'Dippers: Is happy independently swimming on back with or without a woggle', and 'Distance Award: 5m'. A 'Pay' button is visible next to the criteria. At the bottom, there's a section for 'Courtesy Classes available to book for' with a table showing 'Date Issued' (23-05-2018) and 'Expiry Date' (23-11-2018), and a 'Book a Courtesy Class' button.

The details of your Emergency contact should appear here. You can update these details under My Profile

These blue buttons make the key tasks you might want to complete easy to find. See our [Courtesy Class FAQs](#) for any questions you might have about how to generate or book a Courtesy Class. If you are on Monthly Payments, you won't see the Pay button. Instead, there will be a button to allow you to redeem Swimming Lesson Gift Vouchers if some lovely person has bought them for you!

My Puddle Ducks account: Payments Page

If you need to update your card details you can do so here

Click on the arrow and you will see any Credits on your account along with the reason for the credit

The screenshot shows the 'Payments' page of a Puddle Ducks account. The page is divided into several sections. At the top, there is a navigation bar with the Puddle Ducks logo and various menu items. Below this is a secondary navigation bar with tabs for 'OVERVIEW', 'MY PROFILE', 'MY CHILDREN', and 'PAYMENTS'. The 'PAYMENTS' tab is highlighted with a red box. The main content area is titled 'Payments' and contains a 'Card Details' section with a 'Change Card Details' link. Below this are three expandable sections: 'Your Credits: these will reduce your next payment', 'Your Payment History', and 'Your Monthly Payment Schedule'. On the right side, there is a 'My Profile' section with an 'Edit Profile' link, a 'Payment Details' section with a 'Change Card Details' link, and a 'My Children' section showing a child's profile with a '25' badge. A 'Pay' button is visible in the Payment Details section.

By clicking on this arrow, you will see your last 12 months of payment history

You will only see this lozenge if you are on Monthly Payments. It will list your payment schedule for the next 12 months. It will only ever show 4 x your current lesson fee – look at your credits lozenge to see any reductions you are due