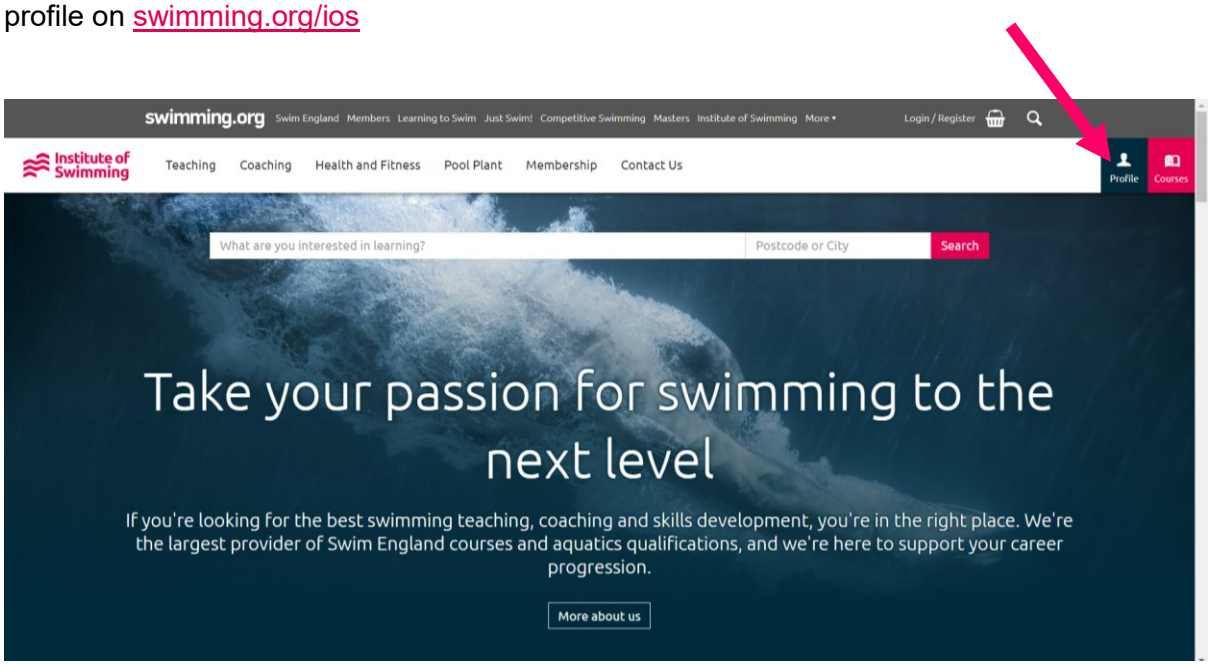
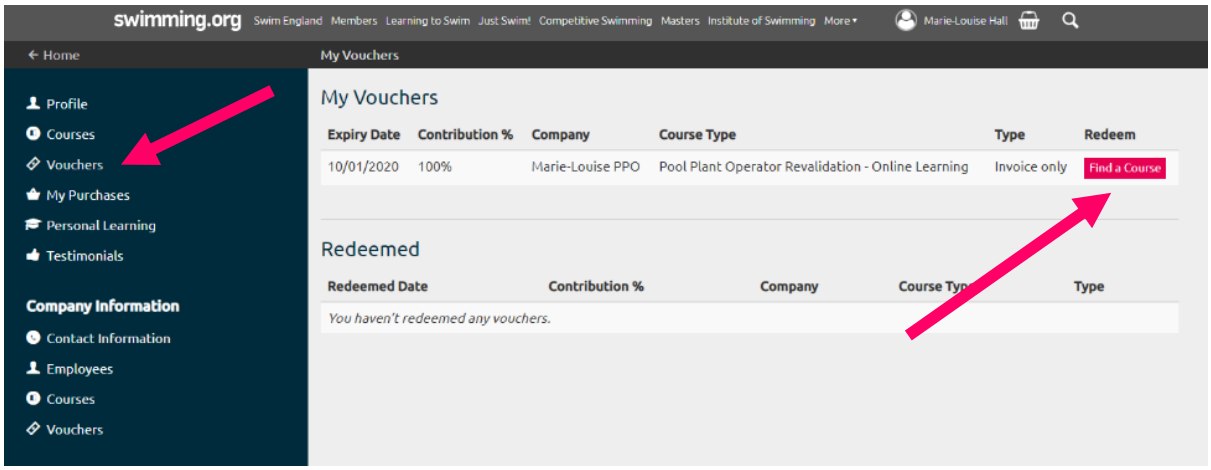
Learner User Guide

How to book on if you have a voucher

When a voucher is purchased for you by your employer or club, you will receive an email to notify you once this is available to use. To use this voucher you will need to log into your profile on swimming.org/ios

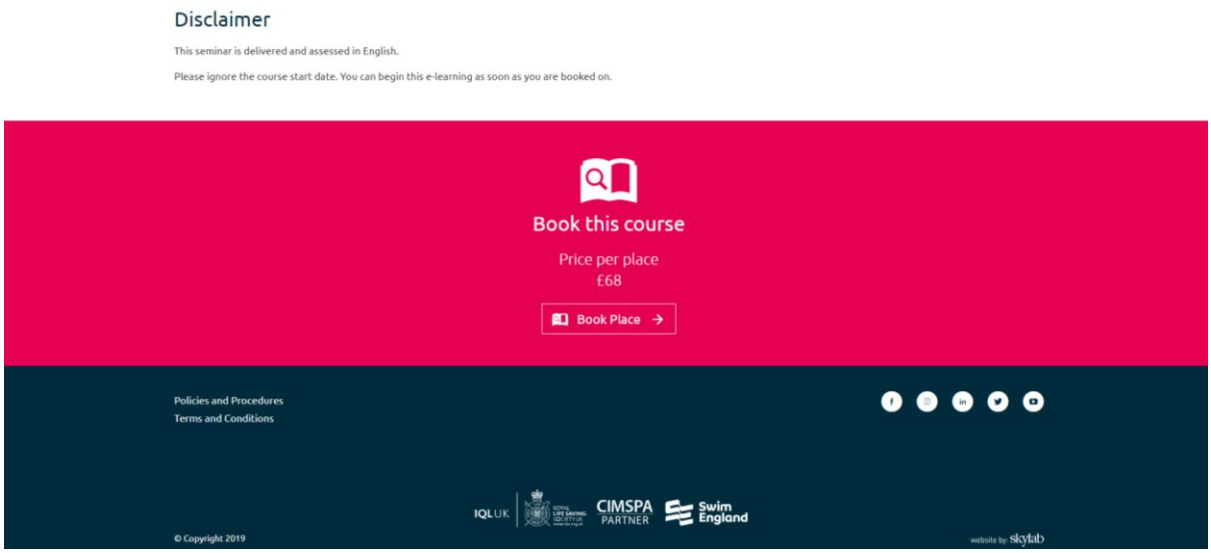


Click on the section that reads ‘Vouchers’, this will give you access to vouchers that have been assigned to you.

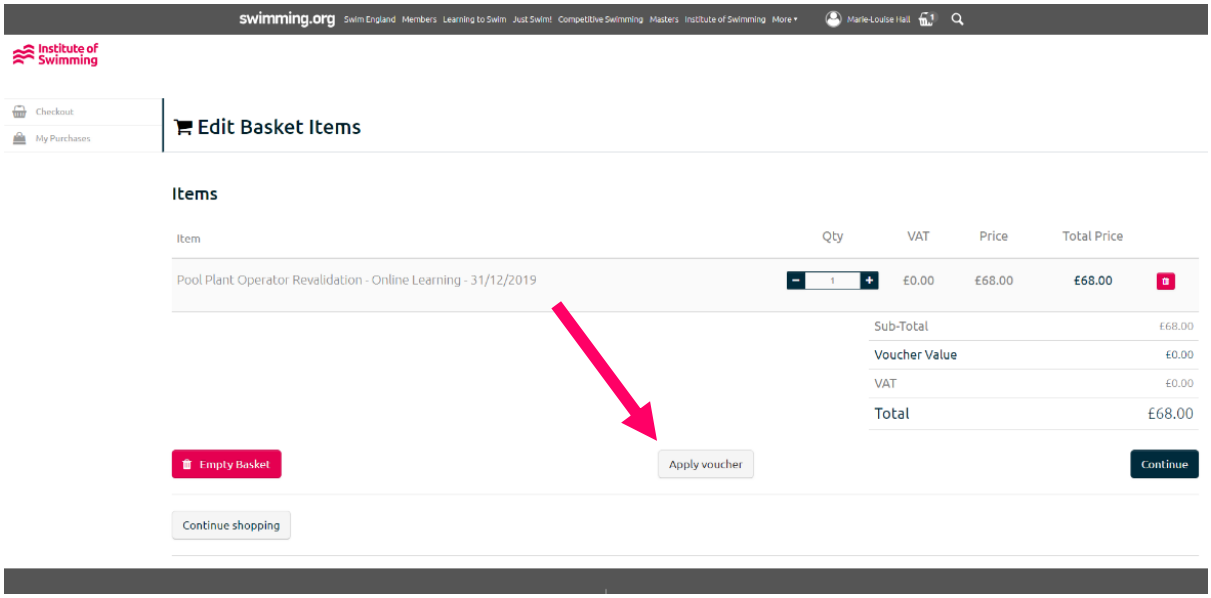


You can then click ‘Find a Course’, to see which course you would like to attend. You must ensure that you book on to a course with the same title as the voucher ‘Course Type’.

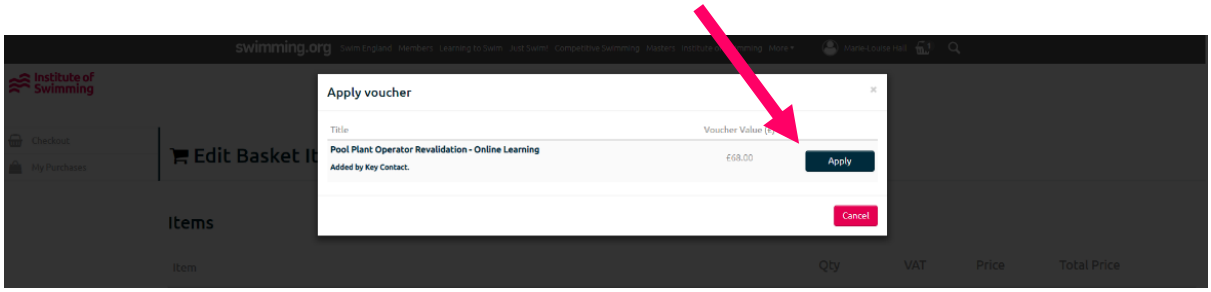
On the course booking page it will provide you with all of the information you need about your course and once you have read this information, click ‘Book Place’ and ‘Checkout’ at the bottom of the page.



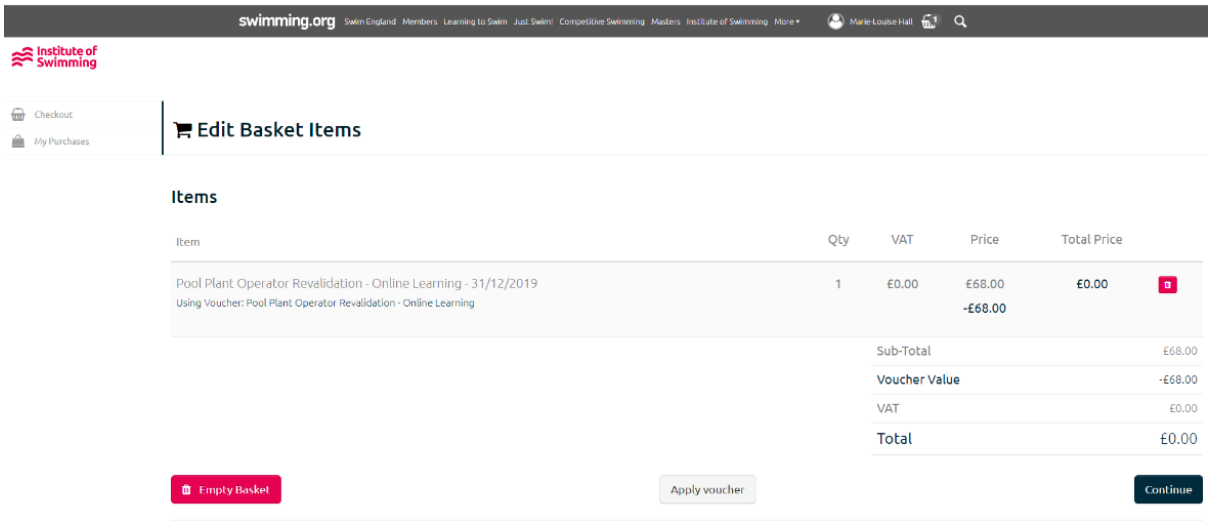
The course will now be in your basket. Click ‘Apply Voucher’



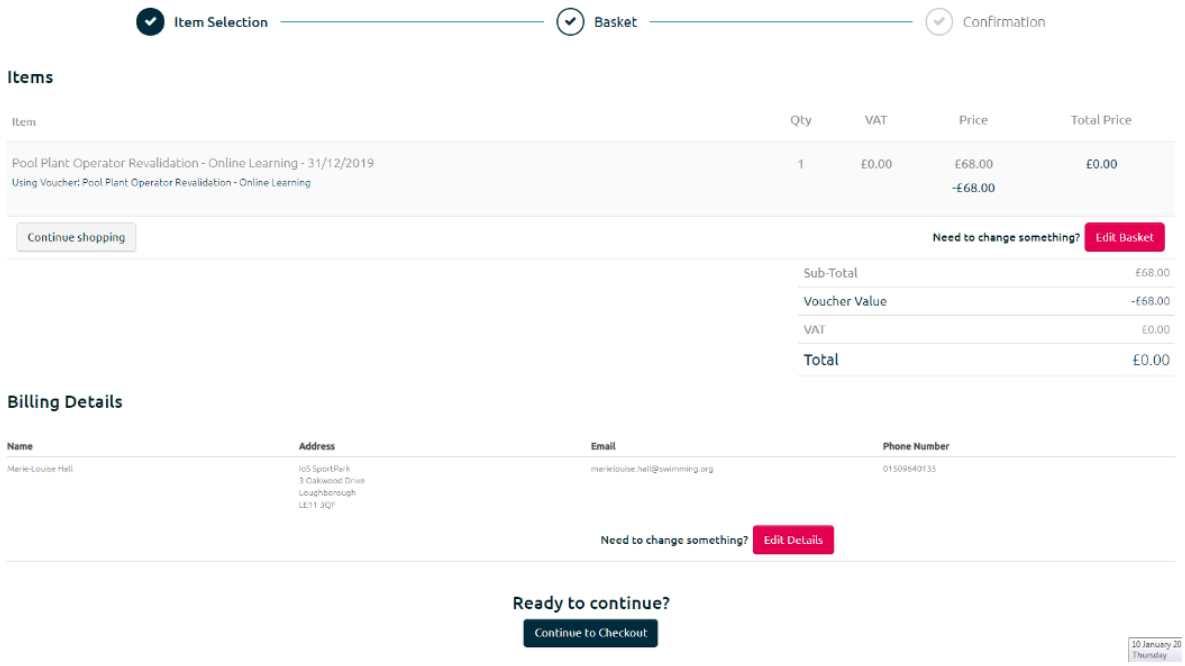
This will bring a pop up box with your voucher, click ‘Apply’ for it to be activated in the checkout.



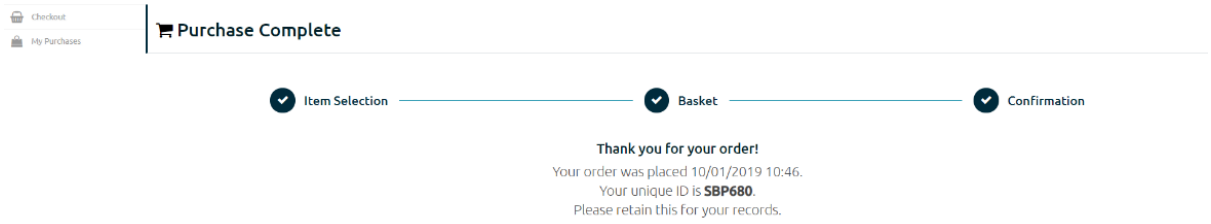
Your balance will now be listed at the discounted price, the value will depend on how much of the course your company or club is paying.



You then continue through to the final checkout pages to complete the booking.

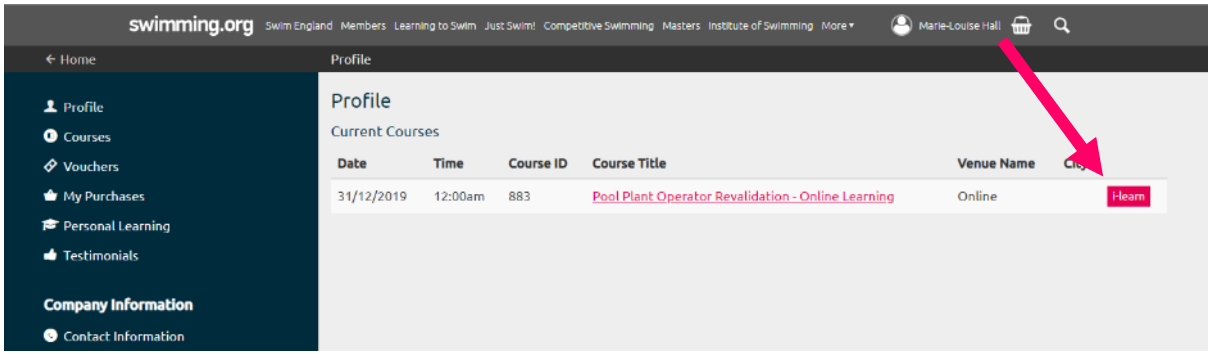


Once the purchase is complete, you will see a ‘Thank you for your order!’ screen.



You will be able to go back to your profile, where you can view your current courses.

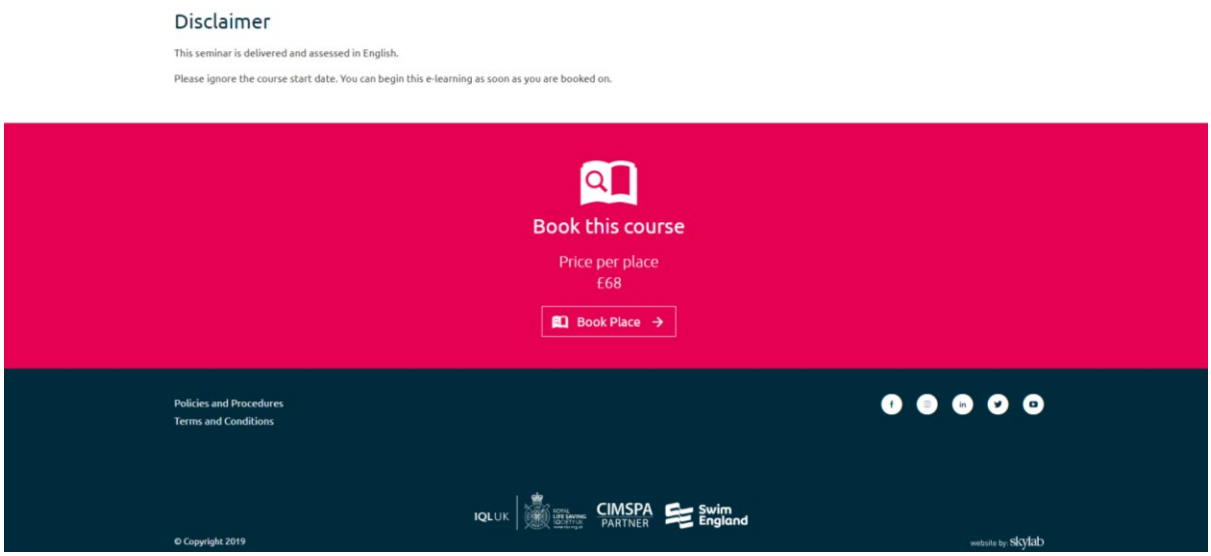
For face to face courses, further information will be sent seven days prior to the course start date. Online learning can be accessed instantly through your profile.



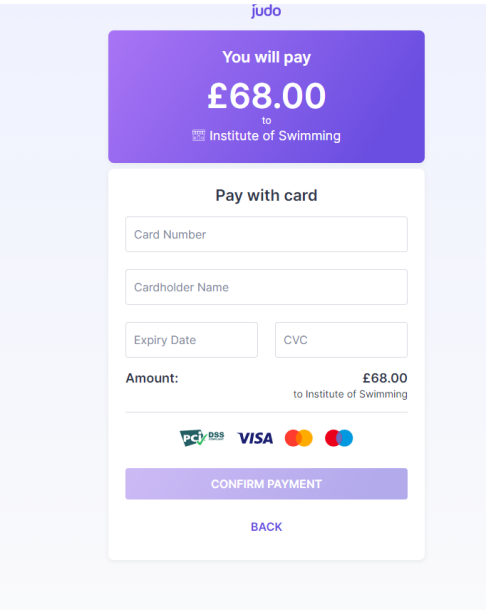
How to book on if you are paying by card

To book onto one of our courses and pay by card you firstly need to create an account on swimming.org/ios or log into your existing profile.

Once logged in you can search through the courses we have on offer and on the course booking page it will provide you with all of the information you need about your course. Once you have read this information, click ‘Book Place’ and ‘Checkout’ at the bottom of the page.



The course will now be in your basket and you need to continue through the checkout until you are asked to input your card details.



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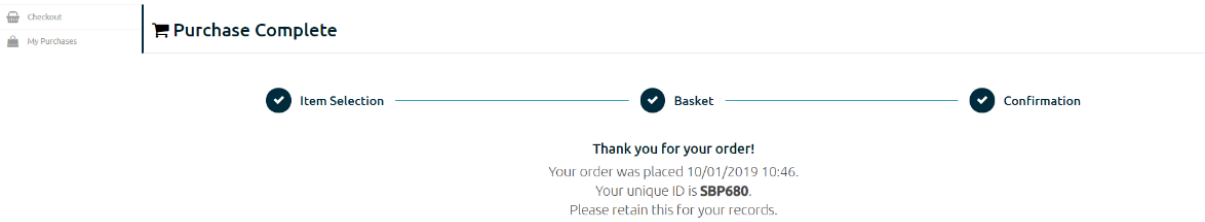

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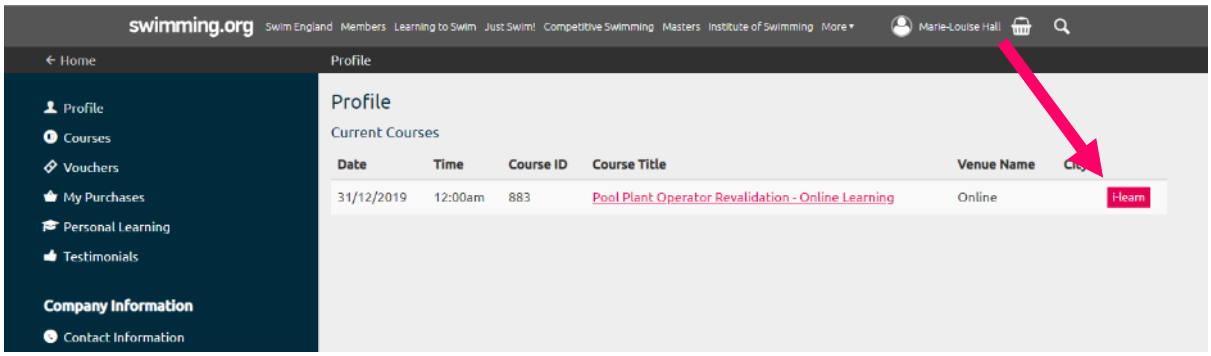

What to do if you need to cancel off of a course

If you can no longer attend the course you have booked onto please contact the Institute of Swimming on ioadamin@swimming.org . Please ensure you quote the venue and start date of your course when you email us. Any cancellation or transfer request will then be reviewed in line with our terms and conditions.

Support

If you any support to book onto one of our courses you can contact the Institute of Swimming on:

Email: iosadmin@swimming.org
Tel: 01509 640 640 weekdays 9am to 5pm
FAQs: https://www.swimming.org/ios/faqs/