



# ***INSTRUCTOR MANUAL***

**Last Updated: July 28, 2019**

**Version #2**

## Table of Contents

<b>Getting Started</b> .....	3
<b>Welcome to the AquaMobile Family!</b> .....	3
<b>Notes About this Document</b> .....	3
<b>Terminology</b> .....	3
<b>Contact Us</b> .....	3
<b>Bookings Procedure</b> .....	4
<b>How Clients Book You</b> .....	4
<b>Once You Have Been Booked</b> .....	4
<b>Important Notes</b> .....	4
<b>Setting Up Your Profile</b> .....	5
<b>Adding/Updating Availability</b> .....	5
<b>Setting Your Travel Radius</b> .....	7
<b>Completing Your Bio</b> .....	9
<b>Uploading Your Profile Photo</b> .....	9
<b>#1: Accept Each Booking</b> .....	10
<b>#2: Keep Your Profile Updated</b> .....	10
<b>#3: Keep Bookings On-platform</b> .....	10
<b>#4: Cancelling or No-showing</b> .....	10
<b>#5: Expectations While On Duty</b> .....	11
<b>#6: Proper Attire</b> .....	11
<b>How Do I Get More Clients To Book Me?</b> .....	11
<b>1) Request Customers on the Waitlist Section</b> .....	11
<b>2) Expand Your Travel Radius</b> .....	12
<b>3) Have Private Clients?</b> .....	12
<b>How Do I Earn More Money?</b> .....	12
<b>1) Bonuses</b> .....	12
<b>2) Upload Photos of Your Lessons/Gigs</b> .....	13
<b>3) Share Your Promo Code</b> .....	13

<b>Communications</b> .....	14
<b>Email and SMS</b> .....	14
<b>Monday Mail</b> .....	14
<b>Waitlist Email</b> .....	14
<b>Open Booking Email</b> .....	14
<b>Facebook Group</b> .....	14
<b>Payroll</b> .....	15
<b>Payment Method</b> .....	15
<b>Payroll Process</b> .....	15
<b>Pay Schedule</b> .....	15
<b>Additional Time and Lesson Requests</b> .....	16
<b>Tax Benefit on Contractor Expenses</b> .....	16
<b>How Do I Effectively Strategize My Lesson/Gig</b> .....	16
<b>Lesson Procedure</b> .....	16
<b>Lifeguarding Gigs</b> .....	17
<b>Flyers</b> .....	18
<b>Song Lyrics with Actions</b> .....	18
<b>Frequently Asked Questions</b> .....	20
<i>Certifications &amp; Training</i> .....	20
<i>Payroll</i> .....	21
<i>Bookings</i> .....	21
<i>My Account</i> .....	22

## Getting Started

### Welcome to the AquaMobile Family!

We are so excited to have you join our team of over 3000 swim instructors and lifeguards across the US, Canada, and Australia.

### Notes About this Document

This document is meant to be read in order, from beginning to end. Many of the topics covered later in the document will be building off of information presented earlier in the document.

### Terminology

Before proceeding to read this document, Please review the following terminology:

- **Booking:** A single lesson or gig that you have with a client, e.g. You have a swim lesson with Client David on August 5th, 2019 at 11:30AM for 30 minutes.
- **Order:** Single or multiple bookings that a client requests at the same time, e.g. Client Martha made an order for three bookings with you for the month of February.
- **Rejection:** When you decline a booking or order.
- **Time-out:** When you fail to respond to a booking or order within 24 hours.
- **Acceptance Rate:** The number of bookings you've accepted divided by the number of total booking requests you have received. Potential clients can see this on your profile.

### Contact Us

To reach the Instructor Support team, please contact us using the following methods:

Email	team@aquamobileswim.com
Phone (North America)	1-888-773-7946 Monday to Friday, 9AM to 5PM EST
Phone (Australia)	Please book a call time with one of our support representatives here: <a href="https://calendly.com/kharvin-1/">https://calendly.com/kharvin-1/</a>

**Note:** [info@aquamobileswim.com](mailto:info@aquamobileswim.com) is our customer service email. Please refrain from contacting us via this email, as the customer service team is not equipped to handle your inquiries and it takes some time to transfer the message to our team.

Stay in the loop and follow us on social media!

YouTube	<a href="https://www.youtube.com/user/AquaMobileVideos">https://www.youtube.com/user/AquaMobileVideos</a>
Instagram	<a href="https://www.instagram.com/aquamobile/">https://www.instagram.com/aquamobile/</a>
Facebook	<a href="https://www.facebook.com/aquamobile/">https://www.facebook.com/aquamobile/</a>

## **Bookings Procedure**

### **How Clients Book You**

1. A client enters their pool address into the AquaMobile website. Instructors and lifeguards in their area will appear.
2. Clients will choose which instructor or lifeguard to work with based on the instructor/lifeguard's availability and their profile. They will make a payment based on the booking package they choose, booking the exact dates and times they'd like to work with you.

### **Once You Have Been Booked**

1. **You will be notified via SMS and email that you've been booked.** You will receive separate messages for each booking you receive. For example, if a client books you for swim lessons from September 1st to 5th, you will receive an email and sms for each booking and/or date.
2. To accept a particular booking:
  - 1) Click on the link in the email and/or text message
  - 2) Click on the green "Accept" button.
3. Once you've accepted the bookings, you will receive an SMS that starts with the sentence, "Your booking with [client name] has been confirmed." Please use that number to text your client and introduce yourself. If you do not receive a response from your client, please notify us immediately.

### **Important Notes**

All instructors and lifeguards are expected to know the following:

**Note 1:** Because clients book you based on your availability, **it is your responsibility to keep your availability updated or notify us if you need assistance with updating it.** Rejecting a

booking simply because your availability was not updated will result in your account being deactivated.

**Note 2:** Keeping a professional, detailed, and updated profile will help you increase your chances of attracting clients. Clients can also see your ratings and reviews from past clients, your acceptance rate, and your response rate.

**Note 3:** You have **24 hours** to accept each booking. The faster you respond to a booking request SMS or email, the better your response rate will be on your profile.

**Note 4:** Please do not respond to the automated SMSs or emails notifying you that you have been booked. If you respond “I accept” or an equivalent of that, that will not result in you accepting the booking.

**Note 5:** If you have a last minute emergency that will not allow you to take one or more of your bookings, accept the booking and follow step 3 to text the client and reschedule the booking.

**Note 6:** If your client does not respond to your texts, **it is expected that you show up to your booking.** Clients have already paid for the booking and are thus expecting you. You will be compensated for the lesson/gig if you show up and the client is not at the location after 15 minutes. It is your responsibility to notify us if you need assistance contacting the client.

### **Setting Up Your Profile**

If you are a new instructor, you will have access to your profile upon completing the Onboarding process. The following section will give you tips on how to make your profile more attractive to potential clients and how to update it to prevent booking rejections/time-outs (please refer to Terminology under the Getting Started section for more information on rejections and time-outs).

### **Adding/Updating Availability**

This is a calendar from which clients book you based on what dates and times you are available.

**Note:** It is your responsibility to keep your availability updated or contact us if you need assistance updating it. Instructors and lifeguards that reject or time-out on bookings because they “are not available to take the booking” will be deactivated from the platform (please refer to the Policies section for more information).

Follow these steps to update your availability on a regular basis:

Login → Click on Availability → Click the Remove Availability button → Select the days and times you cannot work → Click Block!

You can block off multiple recurring days at once.

If you're blocking off several days at once, it may take a minute for the system to process it. You can then hover over any of the days you blocked off and you'll see the times you've blocked!

**IMPORTANT: Your default availability is set as open from 8am to 10pm, 7 d PLEASE BLOCK OFF times you can't work or else it will negatively affect your ranking i**

REMOVE AVAILABILITY

ADD AVAILABILITY

● Swim Instruction

To see your current availability and blocked times, click on any date.

### NOVEMBER 2018

MONDAY	TUE	WED	THURSDAY
29		31	1
5	6	7	8

Nov 07 Wed
×

8:00 am	BLOCKED
8:00 pm	AVAILABLE
8:00 pm	AVAILABLE
10:00 pm	AVAILABLE

## Setting Your Travel Radius

This is the distance from your home that you're willing to travel to visit clients. Travel radius is a straight-line distance measure; it is not the same as driving distance (e.g. if your client is 15 mi away from you straight-line, they are likely a 20 to 25 mi drive away). Most instructors set their travel radius to 10 mi (15 to 20 mi driving) or 16 km (20 km to 25 km driving).

**Note:** If you move to a new location, you must notify us so that we can ensure that you no longer appear to clients in your old location.

An alternative to creating a standard circular travel zone is to draw your own. Draw a custom travel zone by doing the following:

Login → Click the Profile tab → Scroll to the bottom to find your Service Area map → Click Create New



## SERVICE AREA

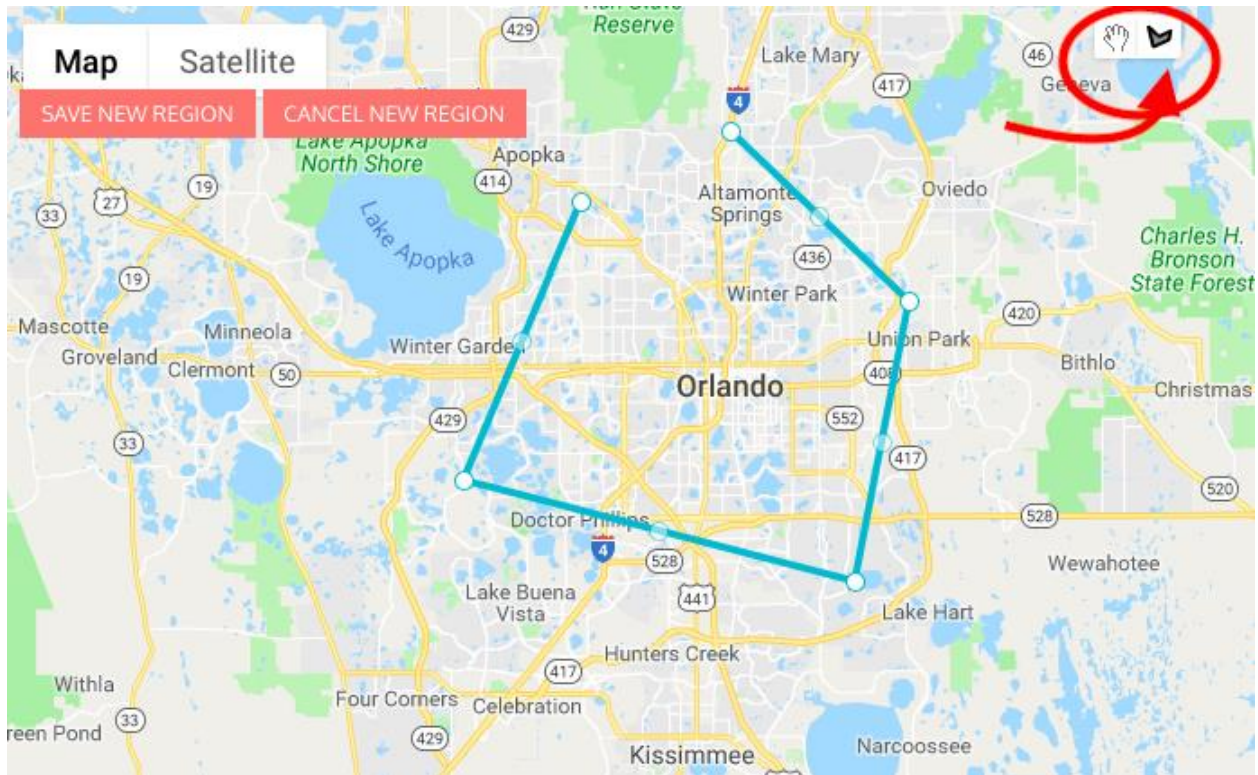
Set your travel area by Radius OR by drawing Regions on the map. OR check both boxes to set both radius and region. You can also draw multiple region

TRAVEL RADIUS
 

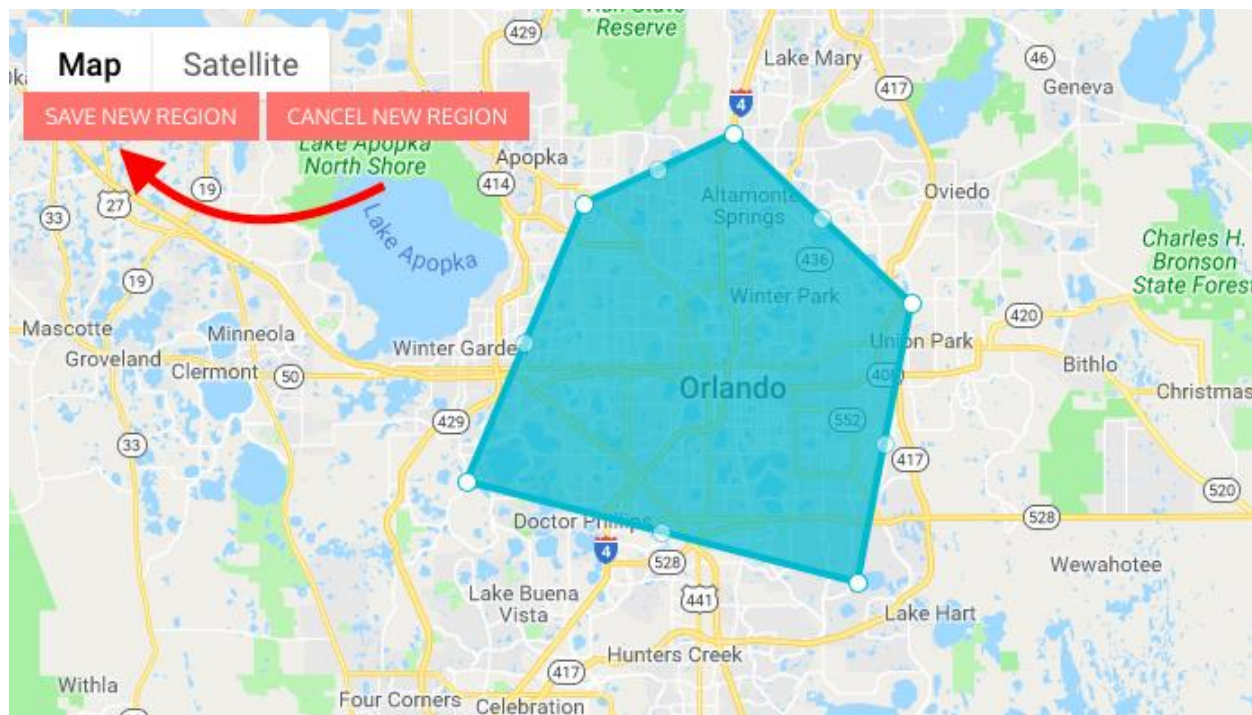

 CREATE/EDIT REGIONS ⓘ



Click the Draw tool (see arrow below) → Click anywhere on the map within the region you would like to work → Drag the cursor to another point around your desired perimeter and click again to place another anchor point:



Repeat this step until you have drawn a closed shape around the area you would like to cover. The shape will fill in a solid blue when you've completed the area! Once you're happy with your radius, click "Save New Region" in the top right corner of the Service Area section.



You can also just edit the circular radius by changing the number of miles or kilometres and clicking Save at the top right corner of the Service Area box.

## Completing Your Bio

Clients view your bio when choosing an instructor. The best profiles include the following information:

- How long you have been teaching/guarding
- What age groups you have taught/guarded
- Your teaching/guarding qualifications
- Teaching style or any special things you enjoy doing for students
- A bit about your personality/background

You can update your bio under the Profile tab on your AquaMobile account. Make sure to click “Save” at the bottom when completing your bio.

## Uploading Your Profile Photo

Upload your photo under the Profile tab on your AquaMobile account. Click on “Edit Photo” (underneath the profile photo frame) and then click on the photo frame to upload your photo from your computer.

## **Policies**

This section aims to hi-light the most important policies for instructors and lifeguards. Please refer to your contract for more detailed information on policies.

### **#1: Accept Each Booking**

When you reject or time-out on a booking, your account will be deactivated.

- To avoid rejecting or timing-out, update your availability or contact us for support. This way, clients will book you for times that you are available.
- If you're not available for a scheduled booking due to an emergency, accept the booking and text the client to reschedule for a later date/time.
- Notify us of bookings you rescheduled with your clients so that we can make sure you don't get double-booked by other clients.

### **#2: Keep Your Profile Updated**

Your Profile consists of the following:

- **Availability:** It is your responsibility to keep this updated or contact us if you need assistance updating it.
- **Travel Zone and/or Travel Radius:** If you are moving, you must notify us so that we can ensure that you no longer appear to clients in your old location.

### **#3: Keep Bookings On-platform**

As written in your contract, you will be removed from AquaMobile for bypassing the platform and directly receiving payments or booking lessons/gigs with AquaMobile clients.

### **#4: Cancelling or No-showing**

Instructors are not permitted to cancel lessons with less than one week's notice. Only in cases where both the instructor and client agree to reschedule will this be acceptable.

Not showing up to a lesson or lifeguard booking will result in immediate deactivation. It will be at the discretion of the management team if you will be re-activated.

## **#5: Expectations While On Duty**

- Excessive tardiness or missed lessons will result in contract termination with AquaMobile.
- Always act in a professional, friendly and courteous manner with parents, students, fellow staff and supervisors.
- Be prepared to give parents a quick update after each lesson of the progress made; provide suggestions for practice outside of lesson time.
- Refrain from smoking while on duty for AquaMobile. The smell can linger and be offensive or irritating to parents and students.
- Social Media: Be aware that parents may look up their child's instructor on Facebook/Twitter/Google. Set your privacy settings accordingly and use discretion with your posts.
- Customer Feedback: We regularly reach out to customers to get feedback on how the lessons are going and any issues that have arisen. Customers also contact us on a regular basis.

## **#6: Proper Attire**

The following is the dress code for swim instructors and lifeguards:

- Plain white shirt, or AquaMobile lifeguarding tank top! Must not have logo from any other swim school or community pool.
- Please use this link to purchase an AquaMobile lifeguarding tank top:
  - <https://ca.vcultimate.com/search?type=product&q=AQUAMOBILE>
- Female instructors/lifeguards: One piece swimsuit or two piece sports swimsuit. No bikinis.
- Male instructors/lifeguards: Board shorts style swimwear. No racing Speedo's.
- No visible tattoos or piercings; must be covered.
- Instructors/lifeguards with hair that is shoulder length or longer: wear hair tied back in a ponytail or bun.

## **How Do I Get More Clients To Book Me?**

### **1) Request Customers on the Waitlist Section**

Login to your portal and click on "Waitlist". Add your current address and select your preferred travel radius, then click on "Search". Customers who are seeking lessons/gigs in the area will be

listed. Click on the arrow to view information about the customer. If you are interested in teaching or lifeguarding for the customer, click on “request” so that the customer can be notified about your interest. If the customer accepts your request, the customer is likely to book you in the future and you should receive a booking notification from the customer.

## **2) Expand Your Travel Radius**

If you travel more than 15 miles or 24 kilometers to a client’s location, you will receive 10 dollars extra for each lesson!

Use this website to measure the straight line distance between you and your client's address. Straight line distance is not the same distance as what you would get when you do a Google search: <https://bit.ly/1QXQZE3>.

To receive the bonus, you must reach out to us via email or phone to inform us of the bookings that fit the criteria. **The bonus applies to bookings from June 10th until August 31st, 2019.**

## **3) Have Private Clients?**

Encourage your family/friends to join AquaMobile as a customer and book you through the AquaMobile website. As a result, you will have a chance to boost your ratings and gain more clients in the future.

**Note:** The higher your ratings, the more visible your profile will be when clients search for instructors/lifeguards in your area.

## **How Do I Earn More Money?**

### **1) Bonuses**

#### *Customer Review*

Earn a bonus every time your client posts a 5 star review, mentioning you by name on the following sites:      Yelp - \$20      Facebook - \$15      Google - \$15

**Note:** Only one bonus per customer per site will be paid.

#### *Refer an Instructor*

Direct potential candidates to apply online on our [career page](#). Your referral must mention your name on the application form.

You will receive \$20 if your referral is hired and books a lesson or lifeguarding gig with an AquaMobile client. Check your email for promotions where you can earn even more when you refer your instructor friends!

### *Refer a Customer for \$20*

Use AquaMobile business cards and flyers (refer to page 18) that you can print off and place in various locations. Make as many copies of the flyer as you wish.

Some of the best locations to leave cards and flyers include private gyms, schools, kids events and worship places.

## **2) Upload Photos of Your Lessons/Gigs**

Our marketing team is always on the lookout for high quality photos to use on our platforms. Capture great moments with your clients and earn money by sharing your photos with us! If your photo(s) are approved by AquaMobile's marketing team, you will be paid \$3 per high quality photo (up to 5 photos per client).

Click on the following link to start uploading your photos:

[https://docs.google.com/forms/d/e/1FAIpQLSecKCvbVCYiPIITAEno69OhfDiHbnzmN3bETyX3vLG9\\_mwPWg/viewform](https://docs.google.com/forms/d/e/1FAIpQLSecKCvbVCYiPIITAEno69OhfDiHbnzmN3bETyX3vLG9_mwPWg/viewform)

## **3) Share Your Promo Code**

Spread the word about AquaMobile to your friends; simply by sharing your promo code. Each instructor is assigned a promo code which can be found on your profile under the Refer a Friend tab. When you share your promo code, you and your friend will have \$20 off for a swim lesson or lifeguarding service at AquaMobile. Use the promo code at the checkout when purchasing your package.

## **Communications**

### **Email and SMS**

You will receive emails and text messages from the AquaMobile team when you are booked by a client and if there are important announcements. Please ensure that your email and cell phone number are updated, and notify us immediately if you do not receive emails and text messages from us.

### **Monday Mail**

Each Monday, AquaMobile Swim Instructors and Lifeguards will receive an email regarding ongoing updates and information you need to be aware about (i.e., promotions, changes in policies, etc). If you are not receiving these emails, please let us know immediately.

### **Waitlist Email**

Our Customer Service team works hard in connecting instructors with clients on the waitlist section. If a customer on the waitlist is located near your area, our team will email you with information regarding the client's location and the client's preferred dates/times. If you are interested in booking the client, please respond to the email immediately before another instructor claims them.

### **Open Booking Email**

If another instructor declines multiple bookings with a client, you may be notified by email regarding the scheduled bookings. If you are interested in accepting the bookings or would like to schedule the client for another date/time, please respond to the email immediately before another instructor claims them.

### **Facebook Group**

Become a part of the community by joining [AquaMobile's Instructor Group](#) on Facebook! This is an opportunity for you to meet and interact with other instructors and lifeguards at AquaMobile. Feel free to share your experiences by posting on the group!

**Note:** Do **NOT** disclose your own or others' personal information on the group. For safety measures, our admin team will approve posts before they are live on the feed. The admin team

will be actively monitoring the group to identify any confidential information or misconduct by an instructor. If an instructor's activity does not comply within the guidelines, the comment or post will be deleted and the member will be removed from the group.

## Payroll

### Payment Method

All instructors and lifeguards are paid via PayPal. If you have a pre-existing PayPal account, please notify us of the email associated with your PayPal account.

### Payroll Process

- To get paid, rate your bookings. Once you've completed a lesson or lifeguarding gig, you will receive an email prompting you to rate your booking. You will **not** be paid for bookings that are **not rated**. Please let us know immediately if you need assistance.
- Once you've been paid, you will receive an email from PayPal notifying you. Please check your spam or junk mail if you do not receive an email. You can accept the funds by following the instructions in the email.

### Pay Schedule

- All instructors and lifeguards are paid every other Friday!
- The following table shows the pay dates for the summer months of 2019:

Booking Completion/Rating Cut-off Date	Pay Date	Pay Date Range
Wednesday July 31	Friday August 2	July 16 to 31
Wednesday August 14	Friday August 16	August 1 to 14
Wednesday August 28	Friday August 30	August 15 to 28
Wednesday September 11	Friday September 13	August 29 to September 11
Wednesday September 25	Friday September 27	September 12 to 25
Wednesday October 9	Friday October 11	September 26 to October 9



- The cut-off for you to rate your bookings will be Wednesday of the same week at 11:59PM EST.
- Any bookings completed on Thursday or Friday of that week will be paid on the following Friday.

### **Additional Time and Lesson Requests**

If a customer requests you to stay longer than registered for or requests an additional lesson from you, inform the office immediately so that we can collect payment from the customer and make sure you get properly paid.

Ensure the client also contacts the office so that there is no delay in payment.

### **Tax Benefit on Contractor Expenses**

As an independent contractor, your expenses related to teaching swimming lessons can be used as tax deductions against your income. Make sure to keep your receipts and consult an accountant. Below are a few of the most common expenses:

- Teaching equipment and aids
- Swimsuit;
- Car insurance;
- Car repairs;
- Mileage/fuel;
- Cell phone

Consult your contract for more details about independent contractor status and what it means.

### **How Do I Effectively Strategize My Lesson/Gig**

#### **Lesson Procedure**

*Before the First Lesson:* Text your client ASAP (within 24 hours of receiving customer info) to introduce yourself and confirm the lesson info.

*First Lesson:* Complete a lesson assessment to determine correct level.

*After Each Lesson:* Take a few minutes to review the lesson with parent/caregiver:

- Discuss what was accomplished
- Suggest areas to improve on
- Be enthusiastic and positive!

Mark down completed skills on the appropriate [AquaMobile skills worksheet which you can download here.](#)

*Last Lesson:* Distribute a [Report Card](#) and [Swim Lesson Certificate](#) for each student (required for students with 5+ lessons). You can print them out yourself by clicking the links above. There is no need to wait until the end of the lesson set to pass the student. Please award them as they pass.

**Note:** Refrain from having children wear water wings during lessons: [The Truth About Water Wings: Are Water Wings Dangerous?](#)

### *Teaching Supplies*

- Flutter Boards
- Small Water Toys
- Pool Noodles
- Diving Rings and Sticks

### *Safety Equipment*

- Waterproof Watch
- Whistle on Lanyard
- First Aid Kit

## **Lifeguarding Gigs**

### *Before the Gig*

- Text your client ASAP (within 24 hours)
- Introduce yourself and confirm all of the guarding info.

### *Day of the Gig*

- Arrive ahead of time to set up and introduce yourself to the parents
- Review pool safety rules.

### *What to Bring*

- Small first aid kit or fanny pack
- Lifeguard tube or buoy
- Whistle
- Waterproof watch
- AquaMobile flyers to hand out to parents (a great opportunity for you to earn extra cash!).

**Note:** Email or call the office if any major issues arise.

### **Flyers**

Distribute AquaMobile flyers and business cards to prospective customers so that they can book you through the website

US & Canada:      [Business Card](#)                      [Flyer](#)

Australia:              [Business Card](#)                      [Flyer](#)

### **Song Lyrics with Actions**

#### *Hickory Dickory Dock*

Hickory dickory dock. (*Action:* Form a circle and join hands)

The mouse ran up the clock. (*Action:* Sway)

The clock struck one. (*Action:* Run into the middle and clap once)

The mouse ran down. (*Action:* Run out) Hickory dickory dock. (*Action:* Sway)

#### *London Bridge*

London Bridge is falling down, Falling down, falling down,

London Bridge is falling down,

My fair lady-O

Build it up with sticks and stones,  
 Sticks and stones, sticks and stones,  
 My fair lady-O

*Actions:* Two people make a bridge. Everyone else goes under the bridge as it sinks lower and lower in the water. Then, the bridge rises up.

*Head and Shoulders*

Head and shoulders, knees and toes,  
 Knees and toes, knees and toes,  
 Head and shoulders, knees and toes,  
 Eyes, ears, mouth and nose.

*Actions:* Touch each part of the body as it is called out.

*Humpty Dumpty*

Humpty Dumpty sat on the wall (*Action:* Sit on pool edge, hands outstretched, imitating big tummies)

Humpty Dumpty had a great fall. (*Action:* Fall in)

All the king's horses,

And all the king's men,

Couldn't put Humpty together again (*Action:* Do a back float)

*Jack and Jill*

Jack and Jill went up the hill (*Action:* Sit on pool edge)

To fetch a pail of water. (*Action:* Scoop water)

Jack fell down, and broke his crown, (*Action:* All the boys fall in)

And Jill came tumbling after.

(*Action:* All the girls fall in)

## **Frequently Asked Questions**

### *Certifications & Training*

What certifications do I need to start booking with AquaMobile clients?

You will need a current and valid First Aid and CPR certification to work as a swim instructor for AquaMobile.

You will need a current and valid First Aid, CPR and a Lifeguarding certification to work as a lifeguard for AquaMobile.

Can I work as a swim instructor and a lifeguard at AquaMobile?

Absolutely! As long as you have enough swim coaching and lifeguarding experience as well as the required certifications.

I do not have the certification(s) and/or my certification(s) has expired. Where can I obtain my First Aid, CPR or Lifeguarding certification from?

Below are a list of organizations we commonly accept certifications from:

USA:

<https://www.redcross.org/take-a-class>

<https://swimmingcoach.org/certification/>

Canada:

<https://www.redcross.ca/training-and-certification>

<http://www.lifesavingsociety.com/find-a-course.aspx>

Australia:

<https://www.redcross.org.au/get-involved/learn/first-aid/cpr>

<https://www.australiawidefirstaid.com.au/>

We accept certifications from any valid organization. If you are unsure whether or not your certifications are approved by AquaMobile, email us your certifications at [team@aquamobileswim.com](mailto:team@aquamobileswim.com) and we will reach out to you as soon as possible.

Does AquaMobile provide any training to prospective swim instructors?

Master your teaching skills by enrolling in a Swim Instructor Course! Register for the [Swim Instructor Course](#) where you can learn how to teach various swim movements and on how to deal with different age groups. The course is \$97, but guess what? We have a discount code for YOU! Purchase the course for only \$47 by using the code **aqua** at the checkout!

### *Payroll*

What payroll information do I need to provide AquaMobile in order to receive funds?

AquaMobile processes payments through Paypal. You will only need to provide your Paypal email in order to receive your funds.

If you do not have a PayPal account, please sign up for free and create your account at <https://www.paypal.com>.

How much will I be paid per lesson/gig?

Rates vary depending on the length of the lesson/gig and the region you are teaching/lifeguarding at. The rates are specified on your contract.

### *Bookings*

I would like to book a lesson on behalf of my customer, how do I do it on the website?

If a customer wants to book a lesson with you, he/she should immediately contact the customer service line (1-888-504-7946) or email [info@aquamobileswim.com](mailto:info@aquamobileswim.com) and we will be happy to assist them in scheduling any bookings with you.

I am unable to make a scheduled booking, what should I do?

Accept the booking within 24 hours and text your customer immediately to reschedule you for a later date/time. Depending on the circumstances, you can be removed from the system. After communicating with the client, it is your responsibility to call the instructor line (1-888-773-7946) or email [team@aquamobileswim.com](mailto:team@aquamobileswim.com) so that we can assess the situation. Do NOT reject or time-out on a booking. Otherwise, you will be deactivated from your account.

I just completed my lesson. How do I rate my booking?

After your lesson is completed, you should receive an email where you can rate your lesson. If you are not receiving these emails, let us know immediately.

You can also rate your lesson on the AquaMobile website. Login to your instructor portal, click on “Bookings”. Scroll down to the booking(s) you have completed and click on the stars under “Rating”.

### *My Account*

I will be moving to another location soon. Am I able to take bookings at my new location?

Absolutely! Please notify the office immediately by emailing or calling us so that we can help you set up your profile based off your new location.

How do I delete my profile?

If you would like to discontinue working for AquaMobile, please contact us immediately and we can inactivate you from our platform.

I just received a text/email that I am deactivated. Why?

You have been deactivated because you either declined or timed-out on a booking. Please call us at 1-888-773-7946 or email us at [team@aquamobileswim.com](mailto:team@aquamobileswim.com) to resolve the issue.

**If we were unable to answer your question, please email us at [team@aquamobileswim.com](mailto:team@aquamobileswim.com)**

**and an AquaMobile representative will be in touch with you.**