

Waiting lists – How do they work?

Is there a waiting list for all sports?

No. We hold waiting lists for **Swimming, Skating and Gymnastics**. The reason we have waiting lists is mainly due to the huge demand for places in these programmes. Classes are based on ability levels and we guarantee your place in the programme to progress through the different levels, provided you register and pay each block on time.

All other sports classes are filled on a first-come, first-served basis and are usually split by age group rather than ability.

Who manages the waiting lists?

The waiting list is managed by Active Stirling HQ. You can contact us between 9am and 5pm Monday to Friday on **0300 028 0101**.

How do I add someone on to the waiting list?

You can use any of these 4 options:

1. **Access our website:** <http://www.activestirling.org.uk/active-stirling-waiting-list-form/>

Complete the Waiting List Enquiry Form and press “Send Your Enquiry”.

We will confirm by e-mail your addition to the waiting list.

2. Visit The Peak or Forthbank in person
3. Phone The Peak on 01786 273555 or Forthbank on 01786 448308
4. Contact Active Stirling HQ on 0300 028 0101 (open 9am – 5pm)

We will take all necessary details by phone and add you to the appropriate waiting list(s).

Frequently asked questions

Where are we on the waiting list(s)?

1. Contact Active Stirling HQ on 0300 028 0101
2. We will ask you for your details to check status on list(s).
3. Although we can confirm which number you are on each list, we cannot provide timescales for you to be allocated a place.

How long will it take for a space to be allocated?

We can't give an exact time scale due to the following factors:

1. How quickly children/adults move to the next level.
2. If current participants re-book for next session.
3. If participant no longer requires their space.
4. If we don't have your correct contact details – **please remember to update us if anything changes.**
5. Depends on your flexibility in relation to which venue(s) you are able to attend.

How will I be advised when a space is available?

1. Active Stirling HQ will contact you by phone or by text. **It is important we have your current mobile number.**

How does the process of allocating spaces work?

1. When spaces become available we will only contact the number of customers we have space to accommodate.
2. We will contact the customers from the top of our list.
3. When we contact you to offer a space you will have 2 working days to advise us if you wish to take up the space and book and pay.
4. If you do not respond within the timescale we will change your status on our waiting list to *Space offered – No response*, which means we will not contact you again to offer a space.
5. We will then move to the next customers on our list

What if you contact us after the 2 working day deadline regarding space offered?

Due to exceptionally high demand we cannot hold your position on the waiting list(s) if you do not respond within timescales. However, we do appreciate that in exceptional circumstances it is not always possible to reply within the 2 days allowed. Please call us and we will deal with each case individually.

If I have had a space in the past and not re-booked, but would like to re attend, what should I do?

1. Follow the process above to add to the waiting list.
2. This would result in the child/adult being added back on to the waiting list(s).
3. Being a previous attendee of our classes does not give you priority over other customers waiting on a space.