

Accounts

Navigating your Account



The Account tab in the Member Portal is where you go to manage your personal information, family members, payments and more. See below information about each menu item within the Account tab and what it's for.

Payments

- Here you can view all upcoming and outstanding payments for yourself (as the account holder) and your linked family members.
- To make a payment, select an item and click Pay.

Contract details

- Here you can view a summary of your contracts, such as Health & Fitness memberships or Continuous Swim School enrolments.
- View your contract details including contract name, contract type, validity date, next payment date and payment amount.
- To apply a suspension to your direct debit Health & Fitness contract, click the Freeze contract button.
- To apply a suspension to a continuous Swim School contract, please contact the Swim School office who will process this for you.

My products

- Here you can view the active products on your account such as Swim and Group Fitness Passes.
- View the number of remaining passes on a product, as well as your history of used products.
- Click the Buy a product button to purchase additional products.
- Toggle to a linked family member to view products on a family members account.
- Note: To purchase an additional product for a linked family member you will need to complete the purchase in venue at reception.
- Note: Concession and HBF Health Insurance Members Discounts can only be applied by purchasing a product in venue at reception.
- Stay tuned, further enhancements will be made shortly to enable you to purchase products online for your linked family members and apply concession and HBF Health Insurance Member discounts.



Linked Family Members

- Here you can view the family members you have linked to your account.
- To remove a linked family member click Disconnect child next to the family member's name.
- To add new family members click Add family member.
- To book a child into Swim School, Term Program and Holiday Programs they will need to be added as a linked family member first.
- Tip: See the Guide Adding a Linked Family Member for further information on how to create a child's account.

Payment settings

- Here you can:
 - View the default payment methods for direct debit contracts (Health & Fitness or Swim School) linked to your account.
 - Add new payment methods to be used for your direct debit contracts or purchasing products within the portal.
 - Delete payment methods that are no longer current.
- All payment details are stored securely.
- Tip: See the Guide Changing Payment Details for more information.

Edit profile

- Here you can update personal information for yourself (as the account holder) and linked family members.
- Update your contact information, emergency contact details, health conditions and HBF Health Insurance Member Number (if applicable).
- Tip: Ensure you scroll to the bottom of the screen and click Save changes when updating your details.
- To create a new password for the account, click the Change password button at the bottom of the screen.
- Note: A date of birth or email address cannot be changed online, please see a staff member in venue at reception who can assist with this.

Documents

- Here you can view and download a copy of your signed Health & Fitness or Swim School contract.
- Other documents associated with your account will be stored here (such as a cancellation form), added by a staff member at the venue.

Once your account details are all up to date, click on the Book button along the top menu to book into Group Fitness, Swim School, Kids Term or Holiday Programs.

