

## Health &amp; Fitness

# Freezing Memberships

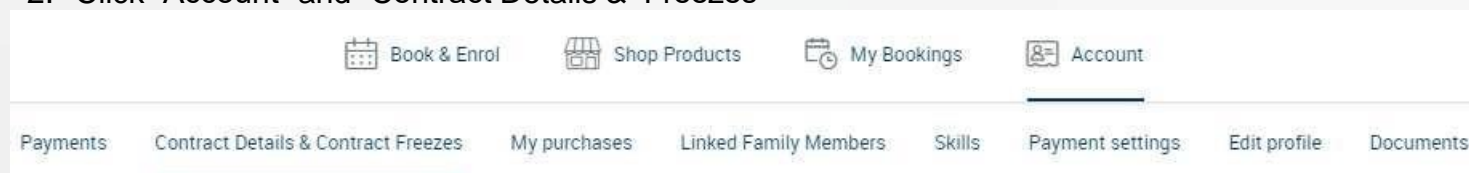
Freezes are now processed via your customer portal.

**Freeze reminders:**

- You can freeze up to 3 months per contract each calendar year
- If you need to freeze your membership for medical reasons, please contact gym reception

**Steps for freezing a membership:**

1. Login to your customer portal via the HBF Stadium website: [www.hbfstadium.com.au](http://www.hbfstadium.com.au)
2. Click “Account” and “Contract Details & Freezes”



3. Select the contract you wish to be frozen.

## Your contracts

Universal Flexi  
from 17/04/2024

4. Click the freeze contract button

Freeze contract



5. On the pop-up screen click “Upfront/DD Suspension” and then click “Next”.

Freeze options ⓧ

Choose a freeze option, that is suitable for you.

**Suspension**  
one time payment - \$10.00

← Back **Next** →

6. Edit “freeze start date” to the date to be frozen, “freeze end date” and edit your reason for freeze and click “Confirm”

**Note: If your reason is medical, please contact gym reception.**

Freeze start date\* ↓  
29/06/2022

Freeze end date\* ↓  
06/07/2022

Reason\* ↓  
Holiday

Estimated cost for this freeze \$0.00

← Back **Confirm**

7. Check your memberships has been frozen by clicking “My Bookings”.
8. If you need to edit or remove a freeze, at step click “More Options” and then click “Edit” next to the frozen membership that needs to be edited or removed.

