

Accounts

Navigating your Account

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 Passes, Creche Passes 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.



