

Swim School

Accessing the customer portal

Welcome to HBF Stadium. We are super excited that you wish to join one of our programs. To enrol into any of our programs, please follow the below steps:

1. Visit the HBF Stadium Website: www.hbfstadium.com.au
2. Click the login button (circled in red) to get to our customer portal page.



Existing or previous members – you or child participated in a program in the last 5 years

1. You already have an account created and only need to login.

If you or your child have ever used our facilities before, you will automatically have an account. Please do not create a duplicate account.
Please sign in!

Sign in with your email. If you don't know your log in, use the "forgot password" function to re-activate!

Login	Password
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Remember me [Forgot password?](#)

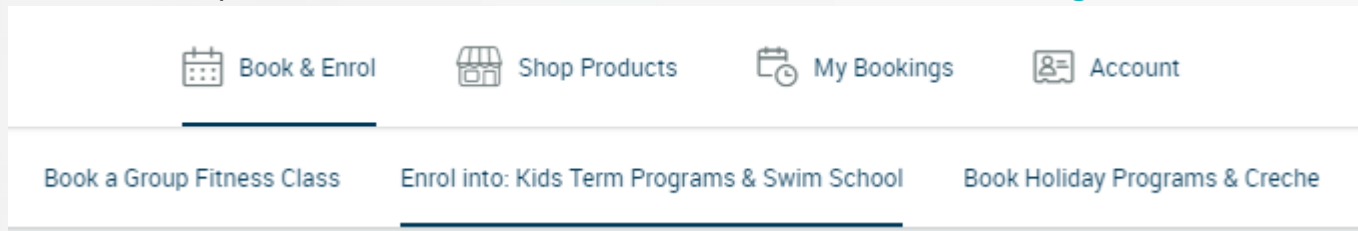
Login

2. Your login is your registered email address.
3. Your password is what you have registered previously:
If you have never logged in before you can activate a password by using the forgotten password link. If you have any difficulties, get in touch with us.
4. Once logged in you can:
 - Update all details except Date of Birth and Email address
 - Add linked family members
 - View all bookings for yourself and linked family members
 - Update your payment source
 - Process outstanding payments
 - Enrol into programs/classes
 - Freeze swimming lessons for holidays
 - View yours and linked family members skills
 - Purchase other products



Enrolling into swimming lessons

1. If you are unsure of your child's swim level, please use our website [Swim Level Finder](#)
2. Log into the customer portal and check you and your child's details are correct
3. **Select** the options **Book and Enrol** and then **Enrol into: Kids Term Programs & Swim School**



4. Filter the options to the desired program and click enrol



a. **Continuous Swim Enrolment:**

- i. Choose activity type matching child's level (eg: HBFS School Age Level 1-2)
- ii. Choose the correct level (eg: Level 2)
- iii. Select the day you wish to attend (eg: Tuesday)
- iv. All available spaces will have the enrol option next to the class: click the enrol button of the class you wish to attend, then next to the child you wish to enrol follow the assess level prompts to confirm your level and then click enrol and follow the online prompts

b. **Holiday Swim Enrolment:**

- i. Choose activity type matching the child's level (eg Holiday Swim School Age Level 1-2)
- ii. Choose the correct level (eg Level 2)
- iii. Then select the semester you wish to attend (eg Holiday Swim Week 1 2021)
- iv. All available spaces will have the enrol option next to the class, click the enrol button and then choose the child you wish to book into the class and follow the online prompts that lead to processing payment.

5. Your booking is now complete and you can check your booking using the **My Bookings** option in your customer portal.
6. Repeat the above processes when enrolling for multiple weeks/children.

