

Suspending my membership

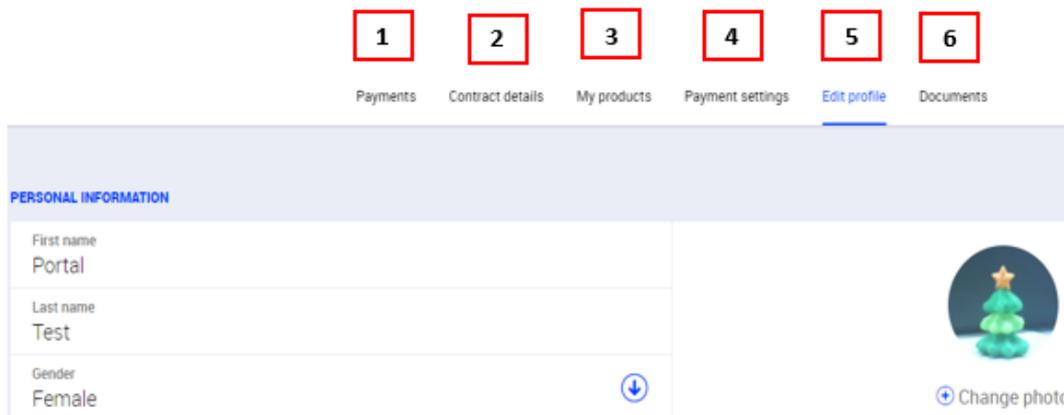
The below instructions explain how to suspend your membership. You need to be logged into the member portal in **Google Chrome** to complete the below steps -

<https://aqualink.perfectgym.com.au/ClientPortal2/#/Login>

1. Click on **Account** at the top of the portal



2. The **Edit Profile** tab is the default tab when you click on Account. Your portal has a number of options to choose from under the account section:



3. Choose **option 2 Contract details**: to freeze (suspend)
4. Click on the **arrow** to the right of **your contracts**



5. This will bring up the following contract information:
 - a. Contract name
 - b. Your club
 - c. Contract type
 - d. Validity date
 - e. Next payment date
 - f. Payment

Your contracts	
Contract name Direct Debit Adult Gym/Swim_80.60	Your club Nunawading , Fraser Place
Contract type Monthly / 1 month	Validity date From 09/08/2012
Next payment date 16/01/2020	Payment \$80.60

- Click on the **Freeze contract** button
(Please note: you can only add / edit a suspension when your account is not in debt.
Please see instructions 'How to pay outstanding fees' on our website)

Your contracts	
Contract name Adult Total Fitness Group Fitness Classes Lap Swimming Gym Sessions Feb Living Classes	Your club Box Hill , Surrey Drive
Contract type Monthly / 1 month	Validity date From 17/05/2020
Next payment date 16/12/2020	Payment \$92.10
Freeze contract	More options

- Select the **freeze option** available (35c per day) (this will highlight your selection blue) and click **Next**

Freeze options

Choose a freeze option, that is suitable for you.

35c Per Day
1 day - \$0.35

Back **Next**

Please note: If your suspension is for medical reasons, you need to send an email to aqualink.membership@whitehorse.vic.gov.au with your medical certificate for processing.

8. Select the **Freeze start date**, **Freeze end date** and **Reason** (regular) by clicking on the **drop down arrows** and choosing the appropriate dates

[Freeze details](#) ⊗

35c Per Day will cost you \$0.35 / 1 day. Please choose dates and a reason of your freeze.

Freeze start date*
14/06/2020 ⌵

Freeze end date*
28/06/2020 ⌵

Reason*
Regular ⌵

Estimated cost for this freeze \$4.90

⬅ Back **Go to payments** ➡

9. Click **Go to payments**. This will alter your next debit according to the length of time you are suspending your membership for.