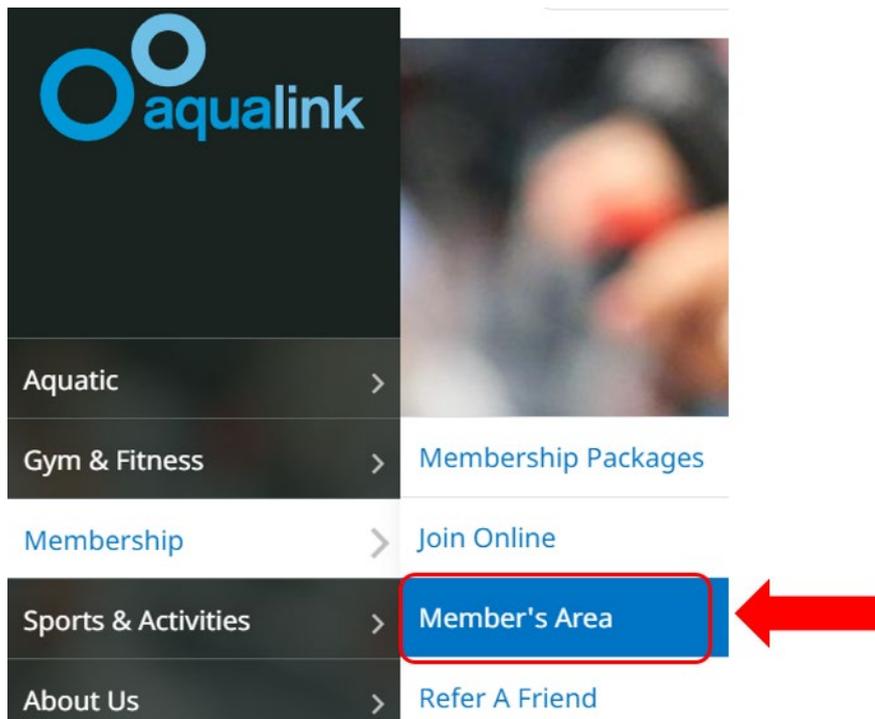


## Paying for a Personal Training Session

### Accessing the Aqualink Portal

Please ensure you are using **Google Chrome** as your internet browser.

1. Visit our Aqualink website [www.aqualink.com.au](http://www.aqualink.com.au) and select **Membership > Member's Area**



2. On the right hand side, select **Login** under **Member Portal**

[Home](#) / [Membership](#)

## Member's Area

Welcome to the Member's Area for Aqualink. In line with Victorian Government restrictions, Aqualink is currently closed.

The safety of our community is Council's top priority.

We expect to be closed until at least 11.59pm Thursday 23 September. We will keep you up to date on when we can safely re-

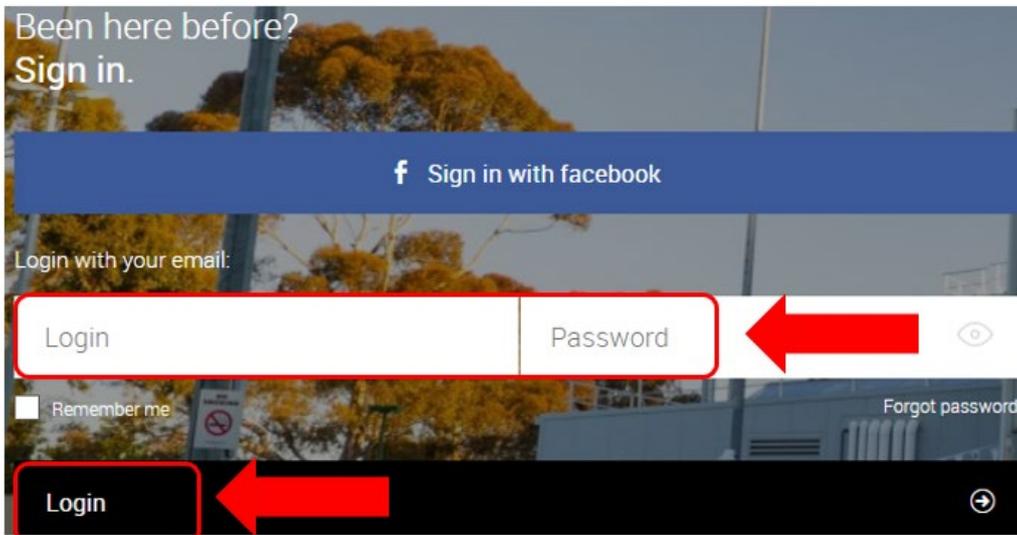


### Member Portal

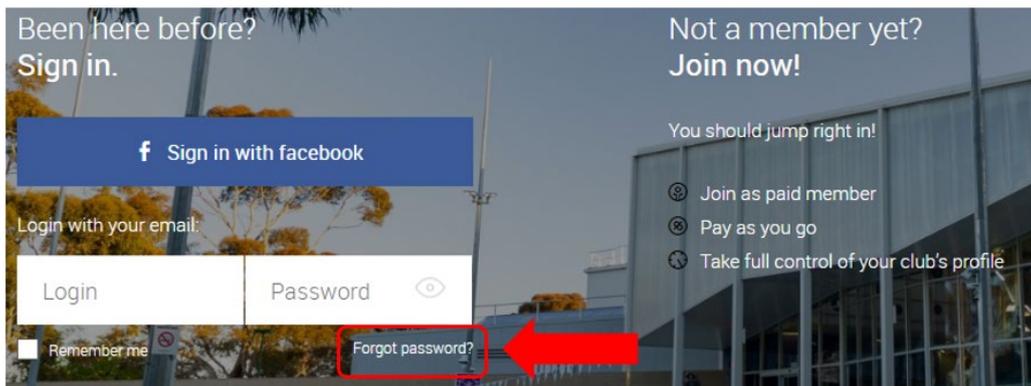
Login



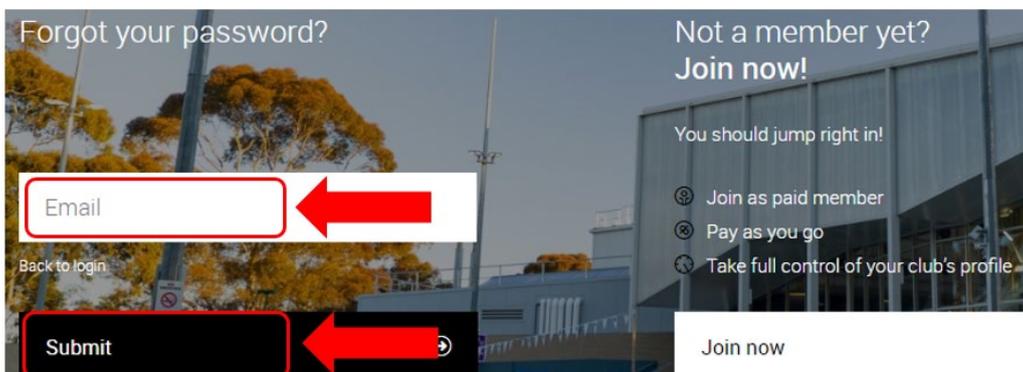
3. Use your existing details to log in. Type in your **Login** (email) and **password** and click **Login** (Then skip to [Paying for a PT session](#))



4. If you don't remember your password, or are new to the portal, you will need to create a password. Click **Forgot password?**



5. Type in your **email** address (the one this message was sent to) and click **Submit**



6. The following message will appear



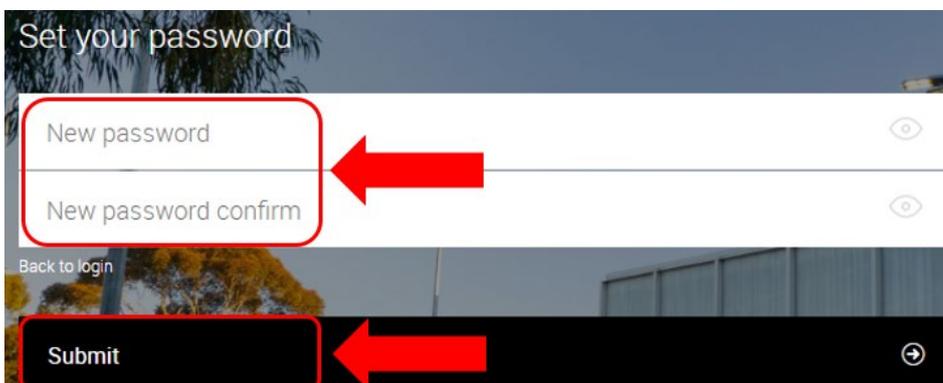
7. Check your **inbox** for the below message (*make sure to check your junk mail before contacting Aqualink*). Click the **link** in the reset password email  
(From: Aqualink, Subject: Password Reset)



You have recently requested to reset your password for your AqualinkBox Hill user account. Click the link below to reset your password.

<https://goapi.perfectgym.pl/resetpassword/resetpassword?email=samsimsecombe@gmail.com&token=848G2HQQ83NFLEGK82EU4D7GDGWKW1V7&companyUrl=aqualink.perfectgym.com.au/>

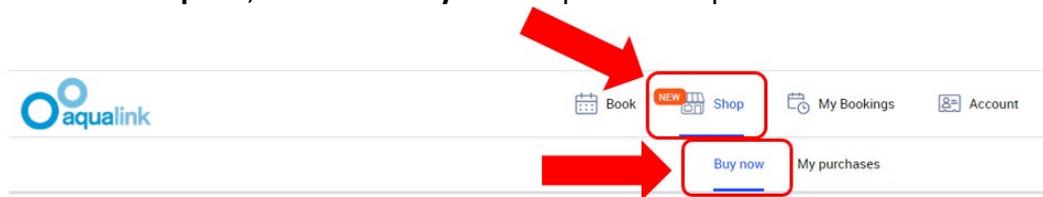
8. The link will take you to the below page. Set your **New password**, and **New password confirm** then click **Submit**



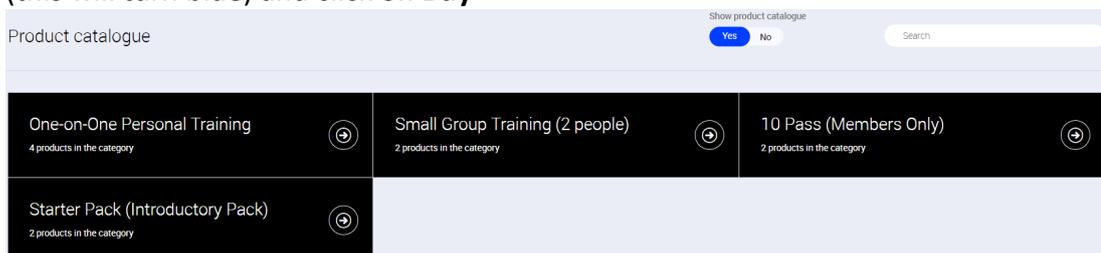
9. This will take you to the login screen. Type in your **Login** (email) and **password** and click **Login** (as per earlier instructions)

## Paying for a PT session

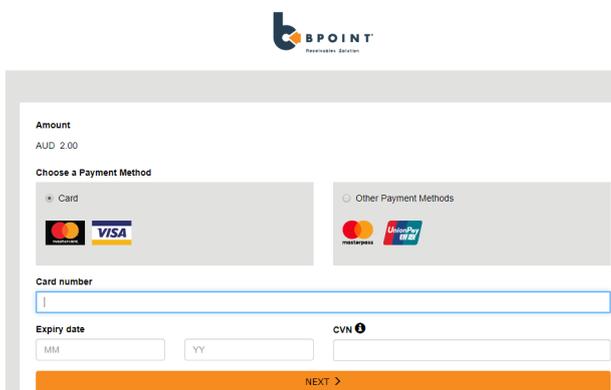
1. Select the **Shop** tab, and select **Buy now** to purchase a product



2. You can choose to **purchase** one-on-one **Personal Training** sessions, **Small Group Training (2 people)**, **10 Pass (Members Only)** or a **Starter Pack** (new clients). Select the category and then in the next screen select the **product** you wish to purchase (this will turn blue) and click on **Buy**



3. This will take you to our secure website with Commonwealth Bank (bpoint), to complete your payment. Enter your credit card details and follow the prompts

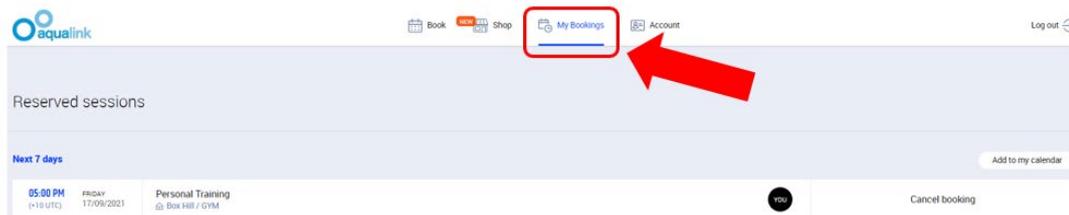


4. Once your transaction has been accepted, your product will show in **Shop > My purchases**



## Checking a booking

1. In the **My Bookings** tab, it shows a list of the reserved sessions you have booked into



## Cancelling a booking

- 1> In the **My Bookings** tab, click on **Cancel booking** next to the timeslot you are not able to attend (*please make sure that you inform your Personal Trainer prior to doing this*)



- 2> A Booking Cancellation pop up window will ask you to confirm the cancellation. Click on **Confirm cancellation**
- 3> Booking cancelled within 2 hours of booking time: no credit received  
Booking cancelled in excess of 2 hours from booking time: a credit will be added to your account for future use