


STEP 1 - Click on the "Account" Button

STEP 2 - Click on the "Contract Details" Button

PERSONAL INFORMATION

First name [Redacted]	 + Change photo
Last name [Redacted]	
Gender [Redacted] ↓	
Date of birth [Redacted]	

CONTACT INFORMATION

Country Australia ↓	City [Redacted] ↓
Postal code 3250	Address [Redacted]
	Select state [Redacted] ↓

PHONE & EMAIL

 [Redacted]	Email [Redacted]
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EMERGENCY CONTACT DETAILS

Name	Number
Relation	

Your contracts

STEP 3- Click on the suitable contract

Family Member Platinum Free
from 12/01/2021 (frozen till 21/10/2021)










Add-ons

24/7 Access
from 08/12/2020



← Your contracts

<p>Contract name</p> <p> Family Member Platinum Free Group Fitness Access Les Mills Classes Aquatics Aquatic Group Fitness Access</p>	<p>Your club</p> <p> Bluewater Leisure Centre , 118 Hearn Street</p>
<p>Contract type</p> <p> Daily / 14 days</p>	<p>Validity date</p> <p> From 12/01/2021</p>
<p>Next payment date</p> <p> 26/01/2021</p>	<p>Payment</p> <p> \$0.00</p>
<p>This contract is currently frozen from</p> <p> 23/09/2021 - 21/10/2021</p>	

Freeze contract



More options



STEP 4- Click on the "more options" button

Payments

Edit profile

Your contracts

Contract name
Family Member Platinum
Group Fitness Access Les Mills Classes Aquatics

Contract type
Daily / 14 days

Next payment date
26/01/2021

This contract is currently frozen from
23/09/2021 - 21/10/2021

Freeze management

START	END	STATUS	
23/09/2021	21/10/2021	Current	Edit
21/08/2021	23/09/2021	Ended	
06/08/2021	10/08/2021	Ended	
16/07/2021	28/07/2021	Ended	
28/05/2021	11/06/2021	Ended	
13/02/2021	18/02/2021	Ended	

Close

STEP 5- Click on the "edit" button

Freeze contract

More options

Payments

Edit profile

Your contracts

Contract name
Family Member Platinum
Group Fitness Access Les Mills Classes Access

Contract type
Daily / 14 days

Next payment date
26/01/2021

This contract is currently frozen from
23/09/2021 - 21/10/2021

Freeze details

Please choose dates and a reason of your freeze.

Freeze start date*	23/09/2021	⌵
Freeze end date*	21/10/2021	⌵
Reason*	Coronavirus	⌵

Remove freeze Confirm

STEP 6 - Click the down arrow on the "Freeze end date" section and edit to your preferred start date.

STEP 7- Confirm your new end date.