

Swim School

Freezing swim lessons

Freezes are now processed via your customer portal.

Freeze reminders:

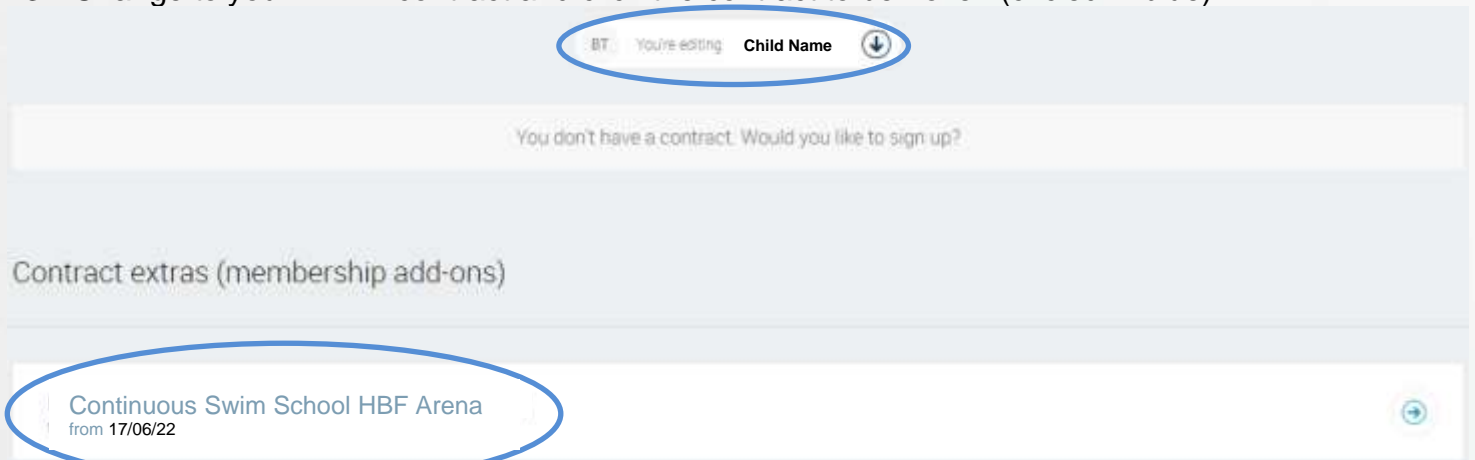
- You can freeze up to 4 lessons per contract each calendar year
- Any lesson can be frozen up until midnight before the scheduled lesson
- You need to freeze each lesson individually
- If you need to freeze a lesson for medical reasons, please contact swim school

Steps for freezing a lesson:

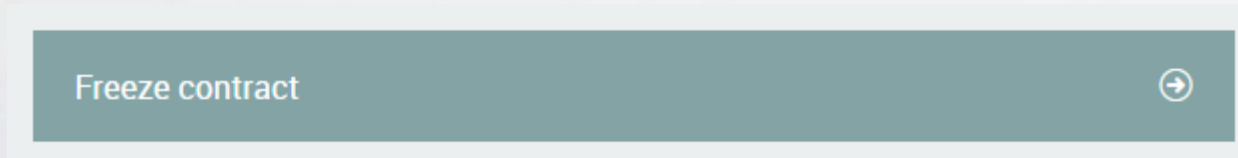
1. Login to your customer portal via the HBF Arena website: www.hbfarena.com.au
2. Click "Account" and "Contract Details & Freezes"



3. Change to your child's contract and click the contract to be frozen (circled in blue)



4. Click the freeze contract button



5. On the pop-up screen click “Swim school suspension” and then click “Next”.

Choose a freeze option, that is suitable for you.

Swim School
Suspension

1 day - \$0.00

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6. Edit “freeze start date” to the date of the lesson to be frozen, “freeze end date” defaults to 7 days to suspend your lesson and edit your reason for freeze and click “Confirm”

**Note: If your reason is anything medical please contact swim school
To freeze multiple lessons, repeat steps 4 to 6 for each lesson**

Freeze start date*
29/06/2022

Freeze end date*
06/07/2022

Reason*
Holiday

Estimated cost for this freeze \$0.00

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7. Check the scheduled lesson has been frozen by clicking “My Bookings” and looking at the upcoming classes
8. If you need to edit or remove a freeze, at step click “More Options” and then click “Edit” next to the frozen lesson that needs to be edited or removed

