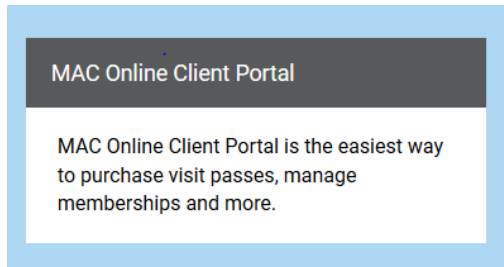


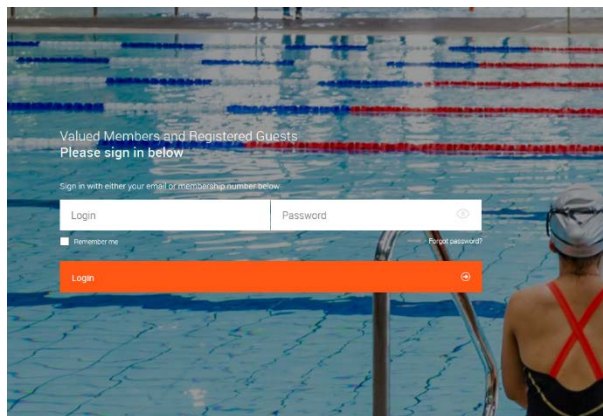
How to Freeze / Unfreeze a Membership in the Online Client Portal

STEP 1

From the Maribyrnong Aquatic Centre website - <https://www.maribyrnong.vic.gov.au/mac/Home>, click on MAC Online Client Portal.



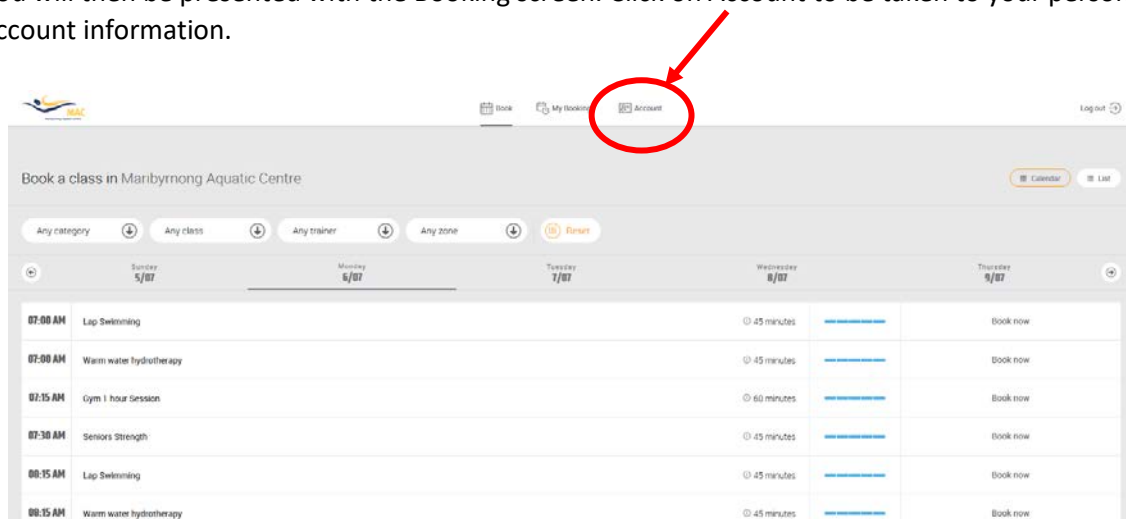
Or go straight to <https://mac.perfectgym.com.au/clientportal2/#/Login>



STEP 2

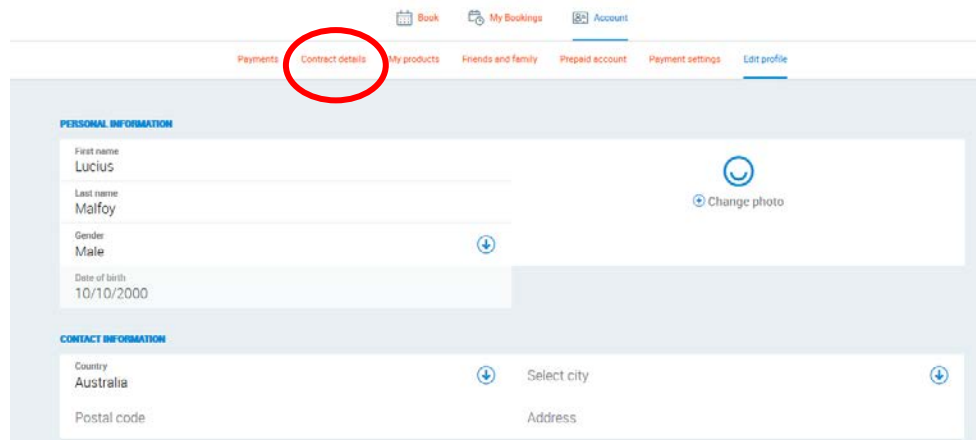
In the login box type in your email (as registered with MAC) or your membership number. Enter in your password and click **Login**

You will then be presented with the Booking screen. Click on Account to be taken to your personal account information.



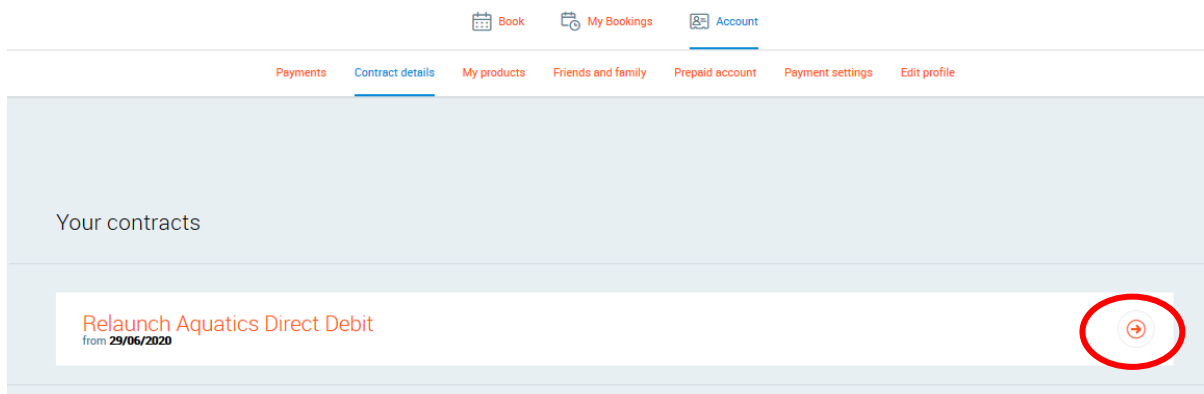
STEP 3

Click on Contract Details. This will then show the current contract that you have with MAC.



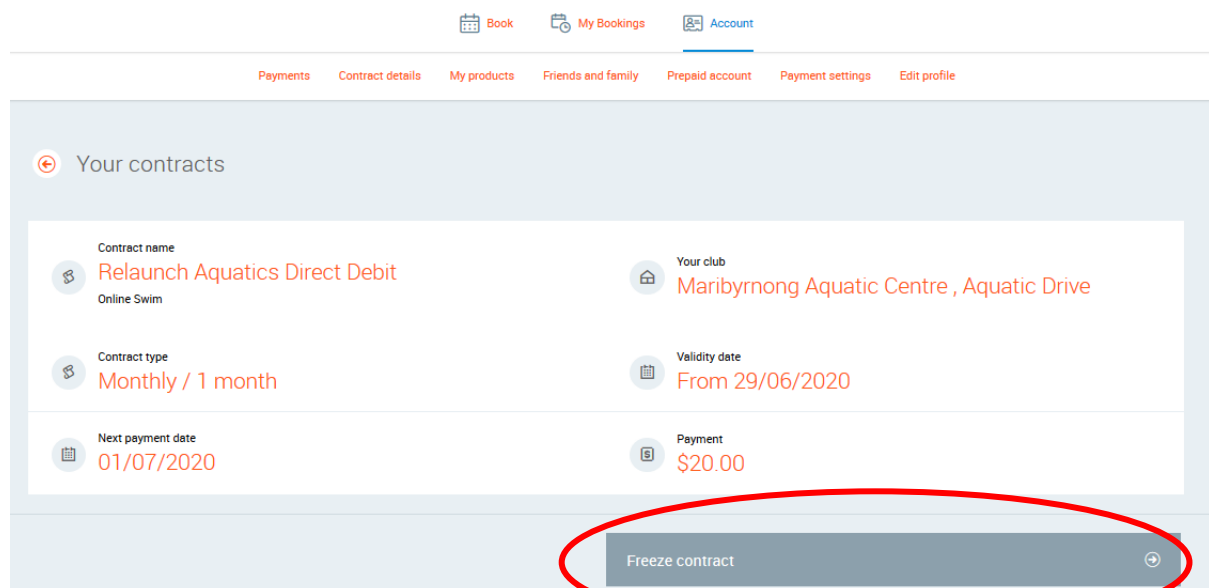
STEP 4

Click on arrow next to the Contract name.




STEP 5

Click on Freeze Contract in the bottom right of screen.



STEP 6

Click on the available Freeze option and click on Next.




Freeze options 

Choose a freeze option, that is suitable for you.

Freeze/Suspension
for Direct Debit
Memberships

1 day - **\$0.17**


freeze/suspension for direct debit
memberships \$0.17 cents per day

 Back  Next 


STEP 7


Enter the Freeze Start and End date by clicking on the drop down arrow to the right of the dates and select a reason for the Freeze. You will be shown an estimated cost of the freeze under the reason. Click on Go To Payments.


*please note that freezes can only be for a minimum period of 2 weeks.

Freeze details 




Freeze/Suspension for Direct Debit Memberships will cost you **\$0.17 / 1 day**. Please choose dates and a reason of your freeze.

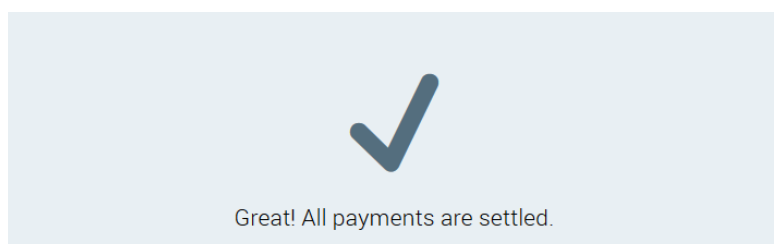
Freeze start date*
21/10/2020 

Freeze end date*
04/11/2020 

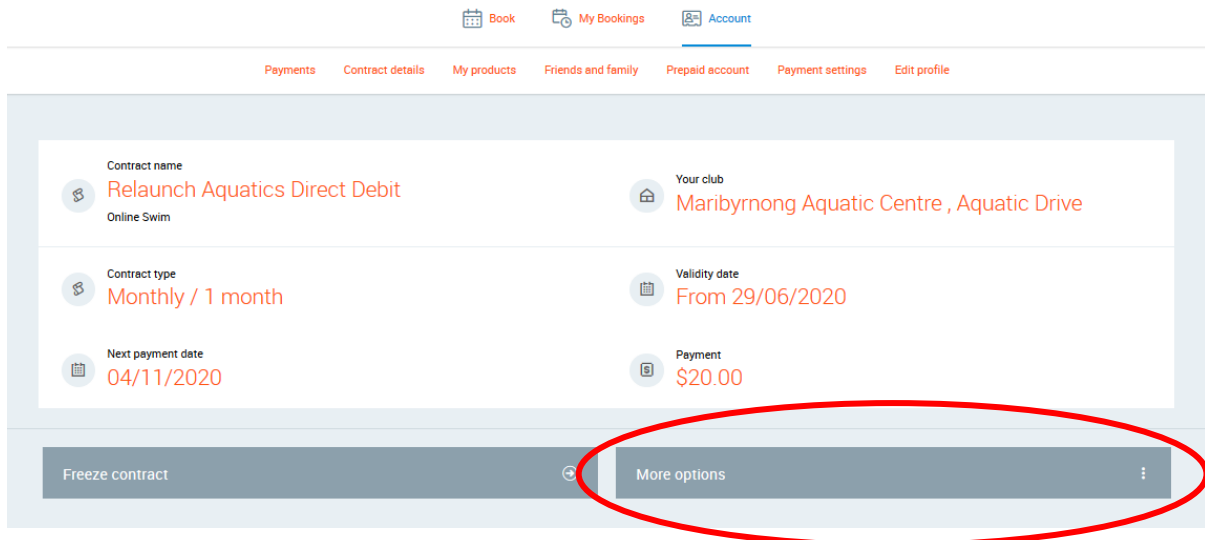
Reason*
Other 

Estimated cost for this freeze **\$2.40**

 Back  Go to payments 



If you wish to change or cancel the freeze, from the Account screen, you will now have the More Options button.



This will allow you to Edit the Freeze.

