

Swim School

Managing your payments

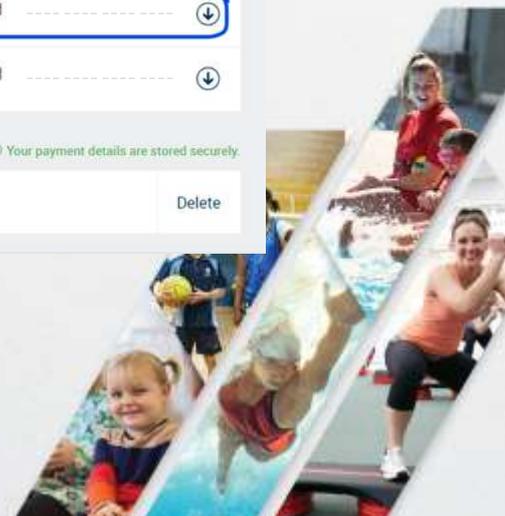
You can now change your payment details or pay for outstanding payments via our customer portal. You can do this by following the below steps:

Changing your direct debit payment details

1. Clicking Payments Settings (circled in Green)
2. Check that the account is for the parent (circled in Orange)
3. Select Add new payment method and follow the prompts (circled in Pink)
4. Change to your child's account (circled in Purple)
5. Click the drop down for each contract and select the new payment details (circled in Blue)
6. Repeat step 4 and 5 for each child
7. Go back to Parent account and delete old payment details

The screenshot shows the 'Payment settings' page in the member portal. The top navigation bar includes 'Book', 'Shop', 'My Bookings', and 'Account'. Below this, a secondary navigation bar has 'Payments', 'Contract details', 'My purchases', 'Linked Family Members', 'Payment settings' (circled in green), 'Edit profile', and 'Documents'. The main content area shows a 'Parent Name' dropdown menu (circled in orange) with a downward arrow. Below this, a message states 'You have no contract'. Under the heading 'SAVED PAYMENT METHODS', there is a field for 'Parent Name' and a blue button labeled 'Add new payment method' (circled in pink) with a plus icon.

The screenshot shows the 'Payment settings' page for a child's account. The top navigation bar is the same as the previous screenshot. The secondary navigation bar has 'Payment settings' (circled in purple) selected. The main content area shows a 'Child Name' dropdown menu (circled in purple) with a downward arrow. Below this, under the heading 'DEFAULT PAYMENT METHODS FOR CONTRACT', there are two rows of contracts. Each row has a dropdown menu for the payment method, with the first one set to 'CreditCard' (circled in blue). Below this, under the heading 'SAVED PAYMENT METHODS', there is a field for 'Cash' and a 'Delete' button. A security notice at the bottom right states 'Your payment details are stored securely'.



Processing outstanding payments

1. **Log into** your customer portal via the HBF Arena Website: www.hbfarena.com.au



2. **Click** Account (circled in red)
3. **Click** Payments (circled in Green)
4. **Tick** the boxes to be paid (circled in Orange)
5. **Click** Pay (circled in Yellow)
6. **Click** the option called Online (circled in Pink)
7. **Click** Next (circled in Blue)

PAYMENT	MEMBER	DUE DATE	AMOUNT
<input checked="" type="checkbox"/> Initial payment (Selected payments: 4 / 4)		12/08/2021	\$71.20
<input checked="" type="checkbox"/> HBF School Age L5 (Wed 04:00 PM) School Age - Level 5 Wednesday, 18 August 2021	Child 1	12/08/2021	\$17.80
<input checked="" type="checkbox"/> HBF School Age L6 (Sat 11:00 AM) School Age - Level 6 Saturday, 14 August 2021	Child 1	12/08/2021	\$17.80
<input checked="" type="checkbox"/> HBF School Age L6 (Wed 04:00 PM) School Age - Level 6 Wednesday, 18 August 2021	Child 1	12/08/2021	\$17.80
<input checked="" type="checkbox"/> Initial payment (Selected payments: 4 / 4)		19/08/2021	\$71.20
<input checked="" type="checkbox"/> HBF School Age L5 (Wed 04:00 PM) School Age - Level 5 Wednesday, 25 August 2021	Child 2	19/08/2021	\$17.80
<input checked="" type="checkbox"/> HBF School Age L6 (Sat 11:00 AM) School Age - Level 6 Saturday, 21 August 2021	Child 2	19/08/2021	\$17.80
<input checked="" type="checkbox"/> HBF School Age L6 (Wed 04:00 PM) School Age - Level 6 Wednesday, 25 August 2021	Child 2	19/08/2021	\$17.80

Total amount: \$142.40 **Pay**

Choose your payment method

Debit/Credit Card
Unlimited possibilities anywhere anytime.

Online
Pay for your membership easy and online.

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Next

