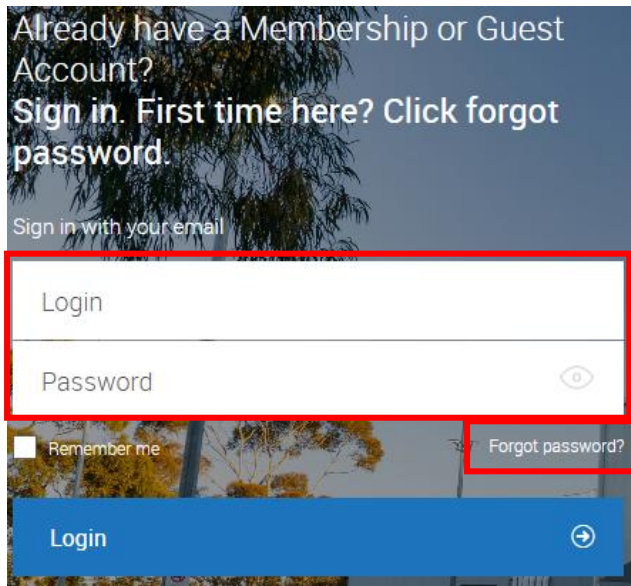
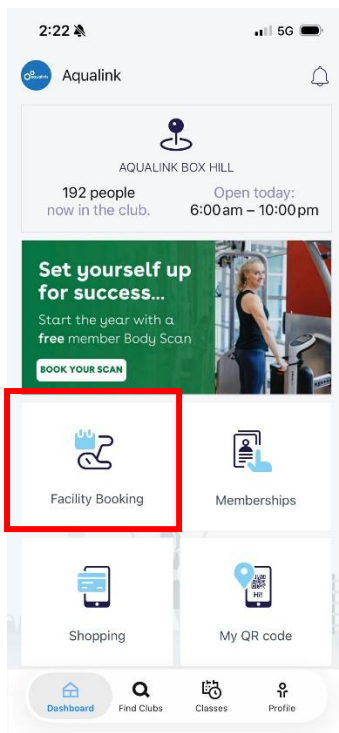


Client Portal Booking Instructions:

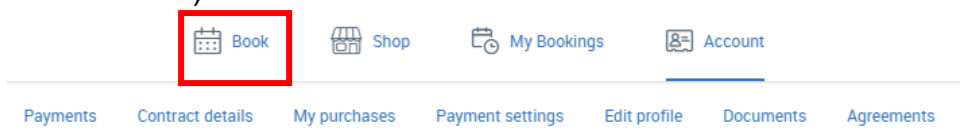
1. Log into the Client Portal using your Aqualink membership email/password. Or click the Forgot Password option and enter your email to reset your password



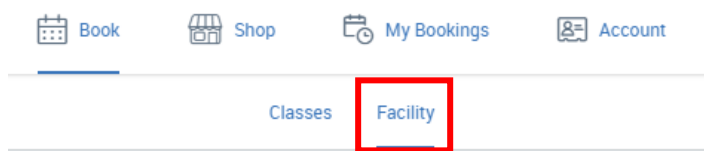
NOTE If you are using the Aqualink Leisure app click on **Facility Booking** on the homepage this will open the Client Portal within the app. Then skip to **step 4**.



2. Click on the **Book** tab at the top/bottom of the page (depending on whether you are using PC or mobile).

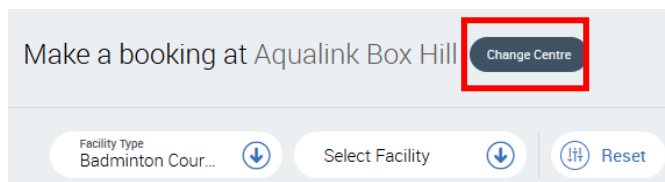


3. Select **Facility**.

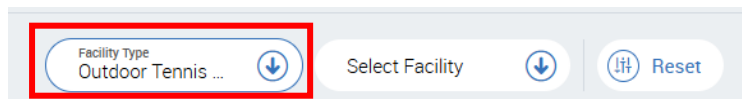


4. Ensure that the centre chosen is **Aqualink Box Hill**. Click the **Change Centre** button if required.

NOTE for bookings at the Nunawading Community Hub please call their reception (9878 5555) or Aqualink reception (9843 2900 or 9878 4576).

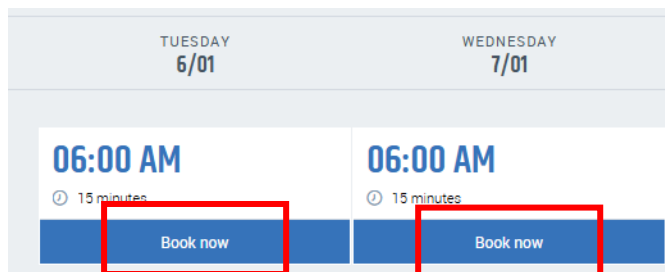


5. Under **Facility Type**. Select Outdoor Tennis Courts.

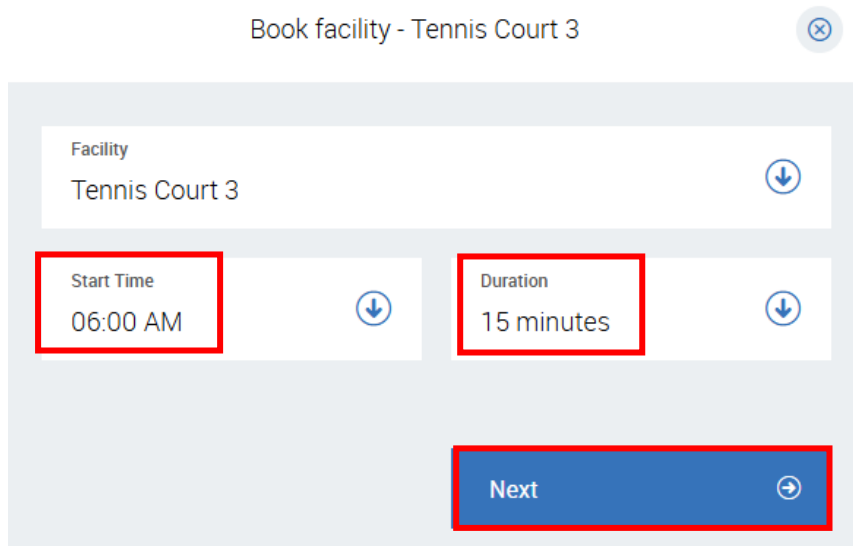


6. Select the Day/Time you wish to book for and click **Book now**.

Note if you book outside the Make a Racquet promotion dates you will be charged as normal.

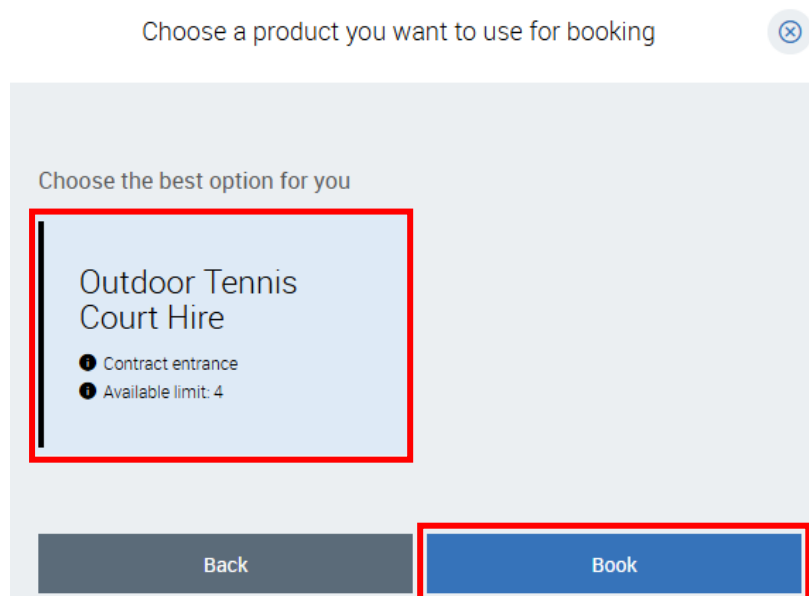


7. Choose a start time and duration, then click **Next**.

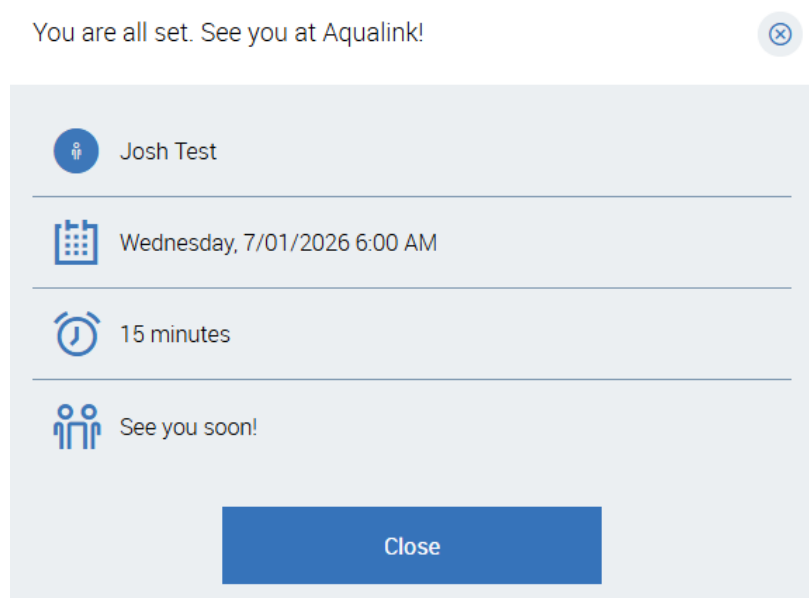


8. If you have not utilised your free sessions that week, and the timeslot chosen falls in the promotion period, there will be no cost shown in the option, select the option and click **Book**.

Note the **Available limit** shows how many free 15-minute blocks you have remaining for that week.

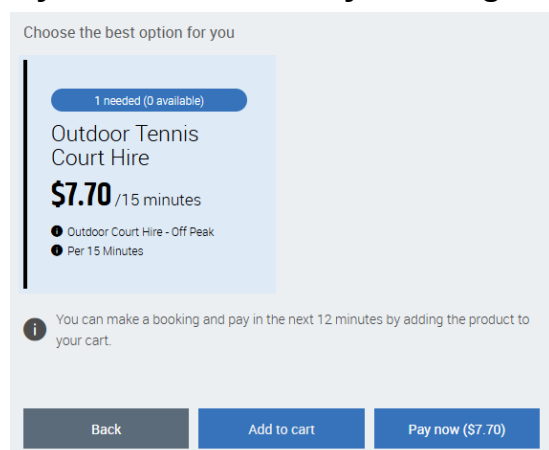


9. Once booked, a confirmation window will appear, and an email will be sent to you, for your records.



Troubleshooting

My Client Portal is only showing the full priced option?



If your booking only shows the paid option (shown above), please check the following:

1. Have you already utilised your free period this week?
2. Are you trying to book outside of the promotion period?
3. Do you currently hold an active Aqualink Membership? (Fitness Passport is not eligible)
4. Do you currently have any outstanding fees on your account?

If none of the above, please call reception (98432900 or 98784576).

The timeslot I am wanting is not showing on the Client Portal

Unfortunately, this means that that time slot has already been booked out by another member.

I can only see my normal Group Fitness classes. How do I find the court bookings?

Please ensure you are looking under **Facility** not Classes – See step 3 for more information.

I accidentally deleted/didn't receive my confirmation email. How can I check my upcoming bookings?

1. Log into the Client Portal.
2. Click on **My Bookings**.



Book



Shop



My Bookings



Account