

Personal Training Direct Debit

How to join up



Welcome!

Whether you're new or have an existing direct debit (fortnightly) membership, please see below.

There are 2 ways to start your health & wellness journey with us:

1. Online on our Member Portal
2. In person with our friendly customer service team

This document will guide you through the easy steps to signing up online only!

Please see the next page.

1. Click “**Get Started**” which will take you to our Member Portal website

Personal Training Direct Debit

We're excited to announce the launch of our new Personal Training Direct Debit options. Members can now seamlessly integrate personalised training into their fitness routines through an ongoing, discounted direct debit arrangement.

f   Copy

Join PT Direct Debit

get started




Get Your First 2 Weeks Free if you Sign Up for PT Direct Debit Before 30 September!*

New Direct Debit Members

2. If you're new, click “**Join now**”

Not a member yet?
Join now!

Let's get you started today.

-  Become a member of Aqualink or create a free guest account for one of our leisure facilities
-  Book and manage classes or court bookings online
-  Manage your membership and profile online

Join now





3. Select either Aqualink site as your home site

Welcome. We have 4 clubs
Choose the centre below you would like to attend:

Aqualink Box Hill Box Hill, Surrey Drive	Aqualink Nunawading Nunawading, Fraser Place (nearest club)
Nunawading Community Hub (Stadium Only) Nunawading, 96-106 Springvale Road	Sportlink (Stadium Only) Vermont South, 2 Hanover Road

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4. Click on **Direct Debit Memberships**

Aqualink Offerings
Which one do you prefer?

Direct Debit Memberships	Upfront Memberships
Multi Visit Passes and Guest Account	

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5. Select your primary direct debit contract (e.g. Total Fitness)

Reminder: You can only enter into a Direct Debit Personal Training contract if you have a primary direct debit contract

6. Select your preferred Direct Debit Personal Training option, then click **"Next"**. There are two examples of the 6 options below:

You've chosen Total Fitness Adult membership for \$48.40 / 14 days
Maybe something extra? Select "Next" to skip

Direct Debit Personal Training f/n - 2 x 30 Min \$91.40 / 14 days	Direct Debit Personal Training f/n - 4 x 30 Min \$182.80 / 14 days
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7. The next screen prompts you to select a contract start date for your primary contract

Reminder: The contract start date for Direct Debit Personal Training is automatically set for the next direct debit day

You can start your contract in the next 7 days
You choose:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
18 Aug	19 Aug	20 Aug	21 Aug	22 Aug	23 Aug	24 Aug
25 Aug	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug

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8. Complete your:

- Personal details (ensuring all mandatory fields are completed)
- Answer the pre-exercise screening questions
- Create a password
- Read and agree to the terms and conditions

9. The contract/payment summary will appear in the next screen, outlining:
- Primary contract type, pro-rata payment & joining fee
 - Secondary contract type and contracted fortnightly amount

Reminder: you do not have to pay a pro-rata amount for the Direct Debit Personal Training membership because it will start on the next full direct debit cycle (see green rectangle below).


From now on, your contract will look like this

 Your club	Aqualink Box Hill Surrey Drive
 Valid from	23/08/2024
 Contract type	Total Fitness Adult
 Cost	\$48.40 / 14 days
 Direct Debit Personal Training f/n - 2 x 30 Min	\$91.40
 First payment date Direct Debit Personal Training f/n - 2 x 30 Min	12/09/2024

Your payment for today

Aqualink Box Hill Direct Debit Adult Total Fitness f/n Prorata, 6 days	\$20.74
Aqualink Box Hill Direct Debit Adult Total Fitness f/n Joining Fee	\$49.00
Total	\$69.74


Pro-rata payment and joining fee for the primary contract (in this example, Total Fitness Membership)



10. Read and sign the terms and conditions


11. Input your preferred payment method for the fortnightly direct debit and pay the outstanding amount

The amount to pay today is **\$93.94**, this will show in the payments screen in your portal for you to complete. Now we need to set up your direct debit. Please choose from the below options to set up your future fortnightly debit. Please note we do not accept AMEX payment method.




Bank Account

Membership fees collected directly from your account.



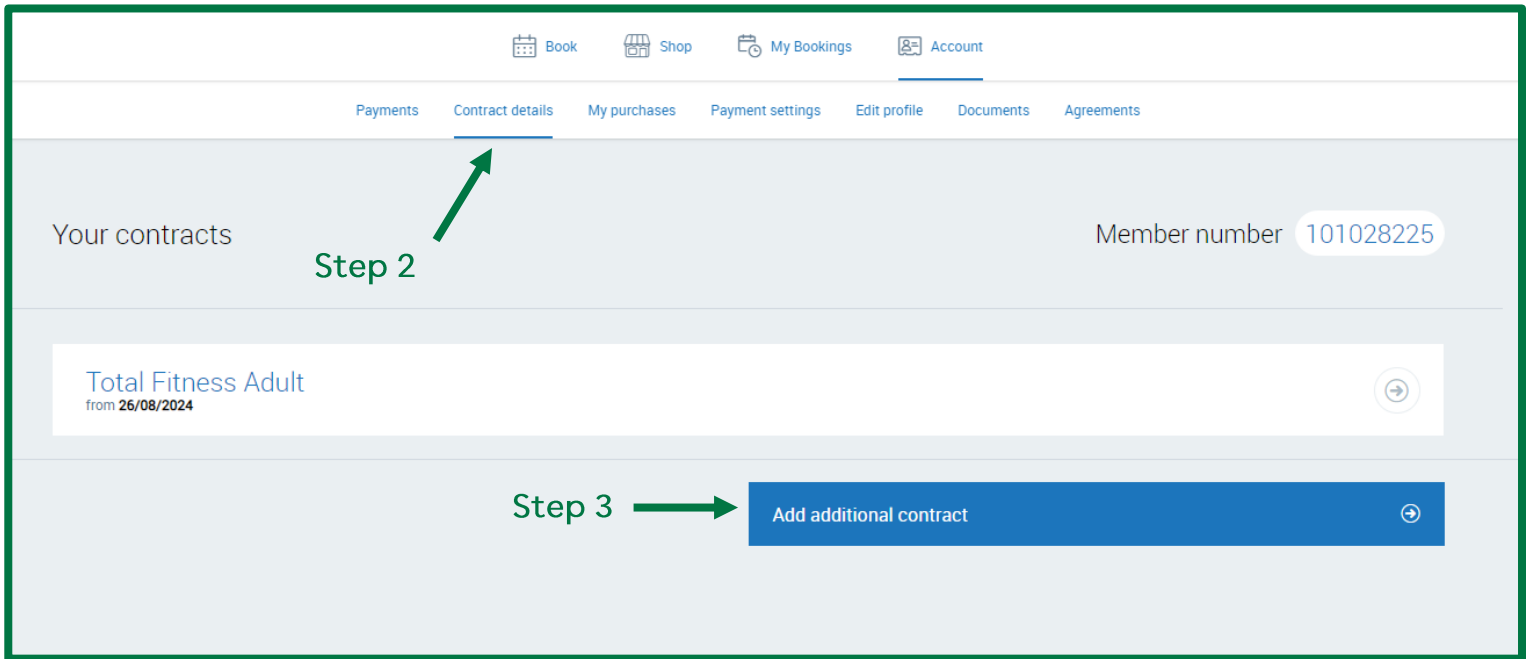
Visa/Mastercards

American Express is not accepted.

Next 

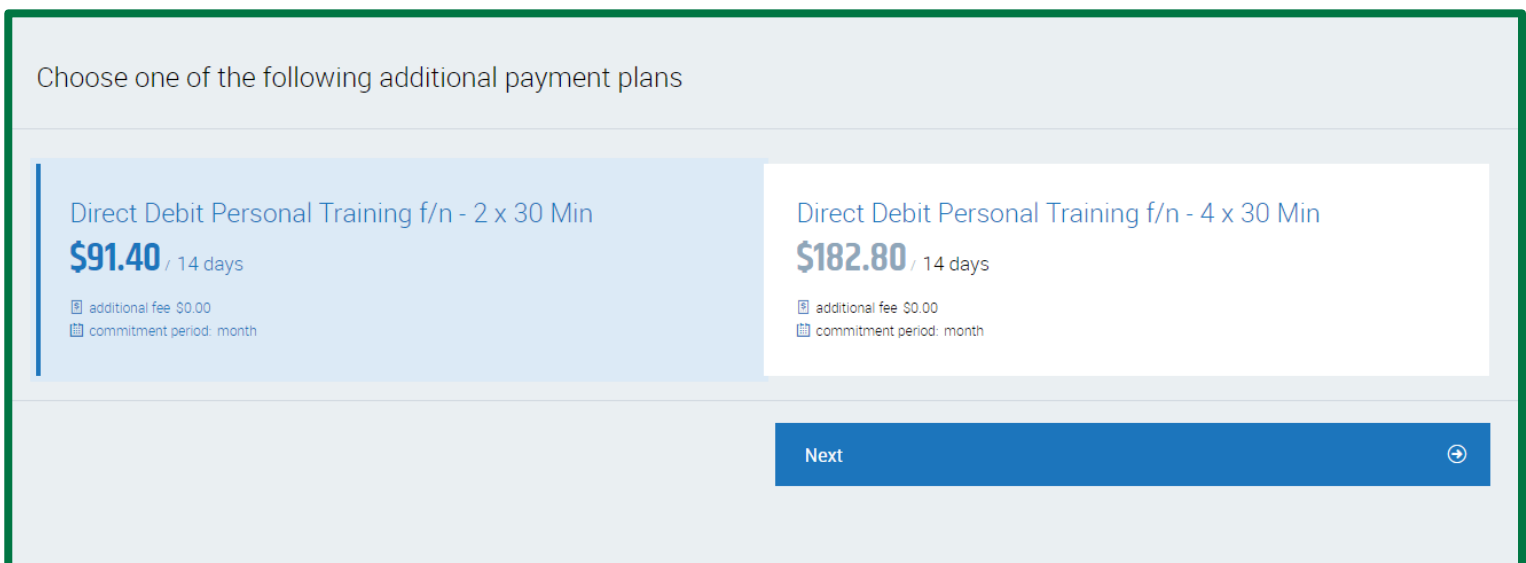
Existing Direct Debit Members

1. Log into your **Client Portal**
2. Proceed to **"Contract Details"**
3. Click **"Add additional contract"**



The screenshot shows the Client Portal interface. At the top, there are navigation tabs: Book, Shop, My Bookings, and Account. Below these, a secondary menu includes Payments, Contract details, My purchases, Payment settings, Edit profile, Documents, and Agreements. The 'Contract details' tab is highlighted with a green arrow labeled 'Step 2'. On the right, the member number is displayed as 101028225. Below the navigation, a card for 'Total Fitness Adult' is shown, starting from 26/08/2024. At the bottom, a blue button labeled 'Add additional contract' is highlighted with a green arrow labeled 'Step 3'.

4. Select your preferred Direct Debit Personal Training option, then click **"Next"**. There are two examples of the 6 options below:



The screenshot shows a screen titled 'Choose one of the following additional payment plans'. There are two options displayed as cards:

- Option 1:** Direct Debit Personal Training f/n - 2 x 30 Min. Price: **\$91.40** / 14 days. Includes an additional fee of \$0.00 and a commitment period of one month.
- Option 2:** Direct Debit Personal Training f/n - 4 x 30 Min. Price: **\$182.80** / 14 days. Includes an additional fee of \$0.00 and a commitment period of one month.

At the bottom right, there is a blue button labeled 'Next' with a right-pointing arrow.

5. The next screen asks for start date, which can be ignored because the contract will start automatically to the first direct debit date. **Select any date.**

You can start your additional contract in the next 7 days





Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25 Aug	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug
1 Sep	2 Sep	3 Sep	4 Sep	5 Sep	6 Sep	7 Sep

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6. The next screen summarises the additional Personal Training contract and only lists the Terms & Conditions (you would've signed terms and conditions for your existing direct debit membership)

Note: Disregard the joining fee and pro-rata payment, unless you have outstanding fees from the primary contract

Your additional contract will look like this

 Your club	Aqualink Box Hill Surrey Drive
 Valid from	26/08/2024
 Contract type	Direct Debit Personal Training f/n - 2 x 30 Min
 Cost	\$91.40 / 14 days

Your payment for today

Aqualink Box Hill Direct Debit Adult Total Fitness f/n	\$49.00
JoiningFee	
Aqualink Box Hill Direct Debit Adult Total Fitness f/n Prorata, 3 days	\$10.37
Total	\$59.37

You have to agree to our terms and conditions

Personal Training Direct Debit *

I have read and understood the Aqualink PT Client Agreement, as well as the below additional Personal Training Direct Debit policies:

Freeze Policy: PT Clients can Freeze their PT Direct Debit Membership at no charge for a minimum of 2 weeks and maximum of 12 months. Unlike other direct debit memberships, you will only be able to suspend for 2-week blocks in line with direct debit days.
PT clients will have to arrange this in-person with our customer service staff or send us an email at aqualink.membership@whitehorse.vic.gov.au.

Refund Policy: Refunds are not available for unused sessions if you have chosen to cancel your contract; however, sessions can be rescheduled with 8 hours' notice if booked. - [READ FULL AGREEMENT](#)

I/We request and authorise City of Whitehorse Council (APCA User ID 017523) to debit the above amounts from my/our Nominated Account or Credit Card through the Bulk Electronic Clearing System, or to debit my/our Nominated Account or Credit Card by other means. *

No Yes

No Yes

What happens after you sign up?

An automated email will be sent to your registered email address, outlining:

- Confirmation of membership type
- Contract start date
- A link to your Terms & Conditions, as well as the PT Client Agreement you read and signed
- Next steps, which include a link to the **PT Enquiry Form**

Note: If you are existing client with a Personal Trainer, you can ignore the PT Enquiry Form

Note: If you have signed up for a primary contract AND secondary contract they will receive two separate emails.

I need some help!

If you require some assistance with this process, please come and see us at reception or email us at aqualink.membership@whitehorse.vic.gov.au.

One of our lovely Customer Service team will assist you with getting started!