

Health & Fitness

Freezing Memberships

Freezes are now processed via your customer portal.

Freeze reminders:

- You can freeze up to 3 months per contract each calendar year
- If you need to freeze your membership for medical reasons, please contact gym reception

Steps for freezing a membership:

1. Login to your customer portal via the Perth HPC website: www.perthhpc.com.au
2. Click “Account” and “Contract Details & Freezes”



3. Select the contract you wish to be frozen.

Your contracts

Universal Flexi
from 17/04/2024

4. Click the freeze contract button

Freeze contract



5. On the pop-up screen click “Upfront/DD Suspension” and then click “Next”.

Freeze options ⓧ

Choose a freeze option, that is suitable for you.

Suspension
one time payment - \$10.00

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6. Edit “freeze start date” to the date to be frozen, “freeze end date” and edit your reason for freeze and click “Confirm”

Note: If your reason is medical, please contact gym reception.

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 your memberships has been frozen by clicking “My Bookings”.
8. If you need to edit or remove a freeze, at step click “More Options” and then click “Edit” next to the frozen membership that needs to be edited or removed.

