



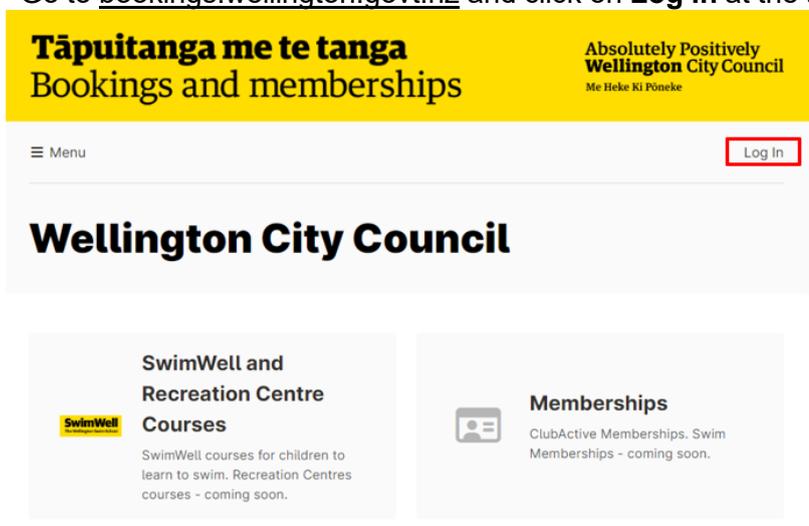
Manage your membership online

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Create an account

Go to bookings.wellington.govt.nz and click on **Log In** at the top right of your screen:



On the 'Log In' drop down screen, click on the **Create Account** option.

Membership Number or Email Address

Password

Remember Me

Log In

Create Account [Forgot Your Password?](#)

On the 'Create Account' screen, enter your date of birth.
We need to check your age, as only adults 18 or over can create an account.

Create Account

Once you complete the following form, you will receive an email with instructions on how to proceed.

Date of Birth *

DD / MM / YYYY 

Membership Number or Email Address *

Enter an email address.

If you are an existing customer in our Recreation database: You **must** use the email address you registered with us (this is the email address where you receive emails from SwimWell, ClubActive or Wellington City Council. If you use a different address to the one on your profile, a duplicate profile will be created, and any other family members linked to your account will **not** show.

Create Account

Once you complete the following form, you will receive an email with instructions on how to proceed.

Date of Birth *

DD / MM / YYYY 

Membership Number or Email Address *

Read and agree to the terms and conditions and click on the **Create** button.

Terms & Conditions

Terms and conditions for using bookings.wellington.govt.nz and its Online Services

1. Wellington City Council owns and operates this website, <https://bookings.wellington.govt.nz>
2. To register for the Online Services, customers must be over the age of 18 years and have a unique email address.
3. By accessing or using this website and its Online Services, you are also accepting Wellington City Council's terms and conditions of use. These include:
 - the terms and conditions set out below
 - any applicable terms or conditions elsewhere on this website and its Online Services.

I agree to the terms & conditions

Create

What happens next

Next, you'll be asked to create a password.

If you set up an account with the email address you currently use for Recreation activities, you'll be asked to create a password and you'll be good to go.

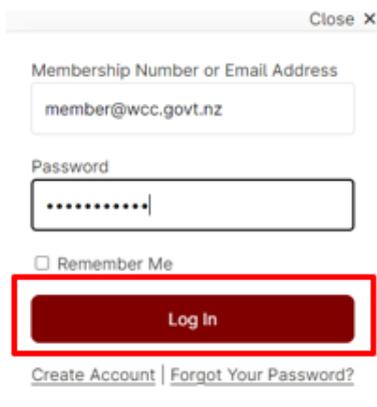
If you are a new Recreation customer, you'll be asked to create a password and you'll also need to enter your contact details.

We'll send you a confirmation email. Please check your junk or spam folder if you don't see the email.

If you don't receive a confirmation email, or if you have any questions, please email Recreation@wcc.govt.nz and we'll check your account for you.

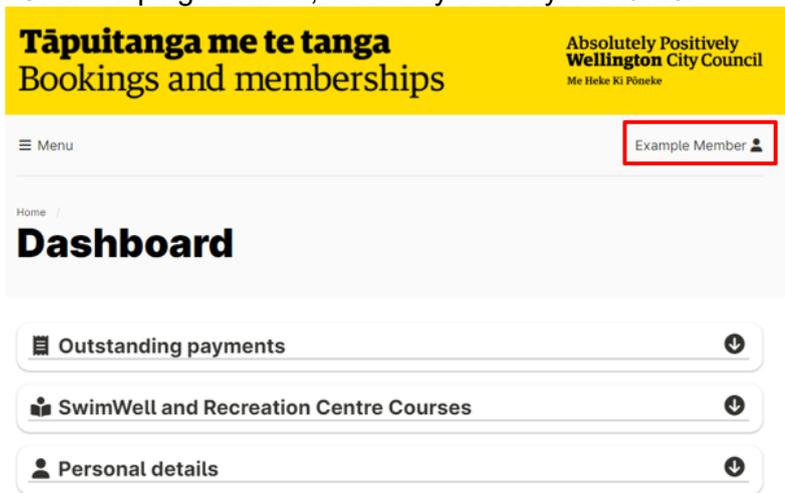
Log into your account

Enter your email address to log in and click on the **Log In** button.



A screenshot of a login form with a 'Close X' button in the top right corner. The form contains two input fields: 'Membership Number or Email Address' with the text 'member@wcc.govt.nz' and 'Password' with masked characters. Below the password field is a checkbox labeled 'Remember Me'. A red rectangular box highlights the 'Log In' button. At the bottom of the form are two links: 'Create Account' and 'Forgot Your Password?'.

On the top right corner, check if you see your **name**.

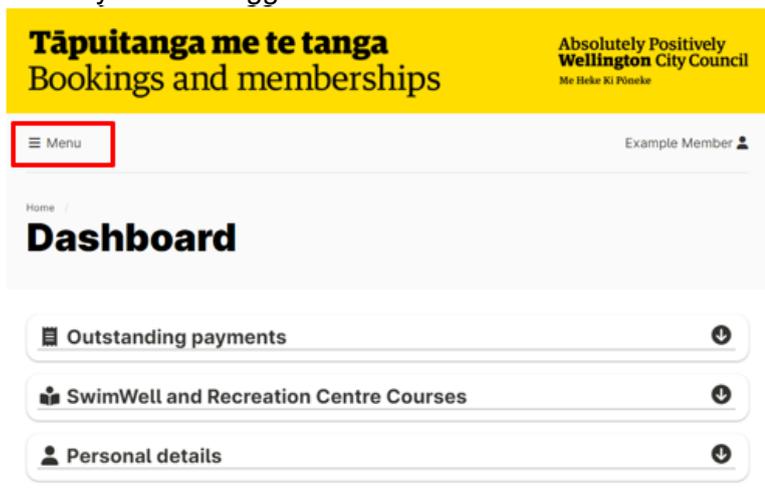


A screenshot of a user dashboard. The top header is yellow and contains the text 'Tāpuitanga me te tanga Bookings and memberships' on the left and 'Absolutely Positively Wellington City Council Me Heke Ki Pōneke' on the right. Below the header is a navigation bar with a 'Menu' icon on the left and a user profile icon labeled 'Example Member' on the right, which is highlighted with a red box. The main content area is titled 'Dashboard' and lists three items: 'Outstanding payments', 'SwimWell and Recreation Centre Courses', and 'Personal details', each with a downward arrow icon.

If you see another family members details here instead, you need to change to your account. See [how to switch between user accounts](#).

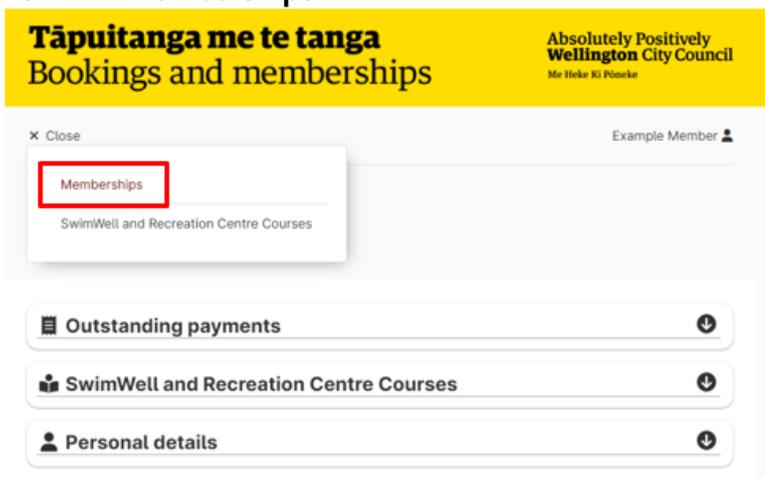
Purchase a New or Renew a membership

Once you have logged into the online service. Click on **Menu**:



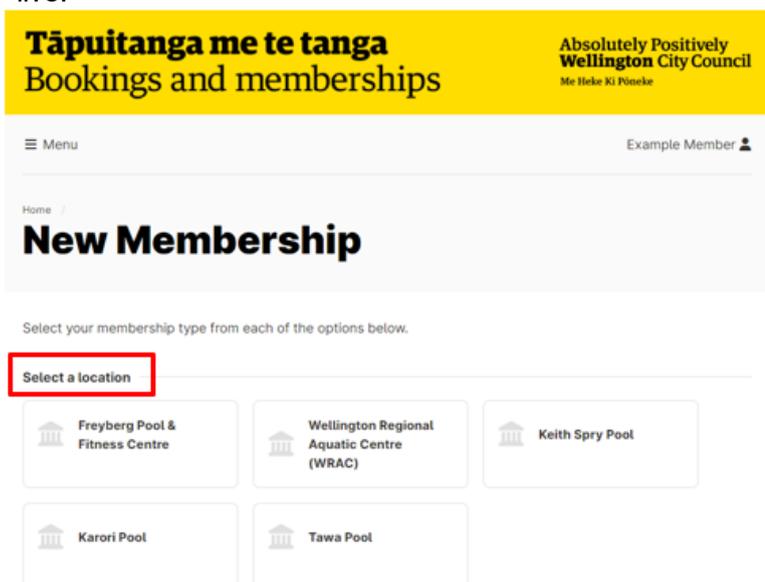
The screenshot shows the top navigation bar with the text "Tāpuitanga me te tanga Bookings and memberships" and "Absolutely Positively Wellington City Council Me Heke Ki Pōneke". Below the bar, a "Menu" button is highlighted with a red box. The user is logged in as "Example Member". The main content area shows a "Dashboard" with three menu items: "Outstanding payments", "SwimWell and Recreation Centre Courses", and "Personal details", each with a dropdown arrow.

Click on **Memberships**:



The screenshot shows the "Memberships" menu open, with the "Memberships" option highlighted by a red box. The user is logged in as "Example Member". The main content area shows the same three menu items as the dashboard: "Outstanding payments", "SwimWell and Recreation Centre Courses", and "Personal details".

On the 'New Membership' screen, select a Location (Home Site) – the pool closest to where you live:



The screenshot shows the "New Membership" screen. The user is logged in as "Example Member". The main content area shows the text "Select your membership type from each of the options below." and a "Select a location" button highlighted with a red box. Below the button are five location options, each with a pool icon and text: "Freyberg Pool & Fitness Centre", "Wellington Regional Aquatic Centre (WRAC)", "Keith Spry Pool", "Karori Pool", and "Tawa Pool".

Select the **Membership Category** – this is the type of payment method you wish to use. Either pay upfront for a membership or pay by direct debit weekly/fortnightly/monthly:

Tāpuitanga me te tanga
Bookings and memberships

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Menu Example Member

New Membership

Select your membership type from each of the options below.

Select a location

- Freyberg Pool & Fitness Centre
- Wellington Regional Aquatic Centre (WRAC)
- Keith Spry Pool
- Karori Pool
- Tawa Pool

Select a category

- ClubActive Direct Debit**
A weekly/fortnightly/monthly membership by direct debit from your bank account or credit card
- ClubActive - Upfront Membership**
An upfront payment for your membership
- Swim Membership - Adult**
This membership gives you unlimited access to any of our pools. Adult are 15 and Older
- Swim Membership - Child**
This membership gives you unlimited access to any of our pools. Child membership is for anyone 14 and younger

Select the **Membership Duration** –

For an Upfront membership select one of the following:

Select a duration

- 1 month
- 3 months
- 12 months

For a Direct Debit membership, the Membership Duration is automatically selected as **Ongoing** –

1) Select the **Debit Option**: (example below)

Select a debit option

- Weekly Debit
- Fortnightly Debit
- Monthly Debit

2) Select the Membership Type – **Contracted** or **No term** (example below)

Select a type

- ClubActive - Contracted**
Minimum 12 Months - Weekly
\$18.00 Upfront + \$18.00 Weekly
- ClubActive - No Term - Weekly**
\$21.00 Upfront + \$21.00 Weekly

Once you have chosen the **Membership Duration** the **Membership Type** applicable to the membership you wish to apply for the prices will show for the chosen membership. Once you are happy with your choice select **Continue**.

Select who the membership is for - you can choose yourself or add someone else.

Tāpuitanga me te tanga
Bookings and memberships

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Menu Example Member

Home / New Membership /

Membership Options

MEMBERSHIP TYPE ClubActive - Contracted Minimum 12 Months - Weekly

COSTS \$18.00 Upfront
\$18.00 Weekly

TOTAL UPFRONT \$18.00

Start Date *

04 / 02 / 2023

Who is this membership for?

Example Member

Someone else
You'll be asked to provide their details in the next step.

Note that any discounts available to the currently selected person may not be available to others.

Click on the **Continue** button once you have selected a **start date** and read and agreed to the listed Terms & Conditions:

Agreements

I declare that I am medically and physically fit and free from impairment, and able to participate in fitness activities. I have undertaken or will undertake all necessary medical and/or fitness assessments and examinations. I agree to obtain medical clearances if requested by Wellington City Council prior to commencing exercise. I also agree to inform the site immediately should any of the information on this form change. I assume with full knowledge the dangers in my participating in fitness activities and do so at my own risk and I agree to the [Terms and conditions](#).

I understand that the Freyberg Pool & Fitness Centre car park is a public parking area. To access my 2 hours of free parking I must be using the Club Active facilities and activate my parking space by scanning my membership token on the parking meter inside of Freyberg Pool & Fitness Centre, following all instructions on this device until complete. Failure to activate your parking space or overstaying your time limit can result in parking fines as per all publicly operated parking spaces controlled by Wellington City Council.

Covid 19 Protection Framework
The Council will operate its facilities and services under the Central Government COVID-19 Protection Framework and the Council's COVID-19 Vaccination Policy. The member is required to comply with the rules of the framework and policy including (but not limited to) capacity restrictions, seat mask wearing.

I agree that my Contracted Term membership will continue for 1 year unless cancelled in accordance with the membership conditions.

I agree that after the initial year expires, my Contracted Term membership will automatically convert to a No Term membership and Direct Debits will continue until I cancel my No Term membership in accordance with the membership conditions.

Unless I have paid for the year upfront, I understand that my bank account will be Direct Debited each week, fortnight or month (depending on which option I select).

I understand that membership suspension must be applied for in advance and will not be backdated under any circumstances.

I agree to the above terms and conditions.

I have read and understand the Covid 19 Protection Framework above.

Cancel Continue >

Your Cart will now show the Membership details and cost. Please note: for upfront memberships you are required to pay the full amount upfront, for direct debit memberships you are required to pay the first instalment upfront before your direct debit begins.

Select **Continue to Payment** or **Continue to Debit Sign up** (depending on which membership type you previously selected)

The screenshot shows a 'Your Cart' page for 'Example Member'. It lists membership items with columns for 'Upfront', 'Quantity', and 'Cost'. The total upfront cost is \$18.00. Below this, it shows 'Ongoing Debits' with a total ongoing commitment of \$18.00. At the bottom, there are two buttons: 'Cancel' and 'Continue to Debit Sign up >', with the latter highlighted by a red box.

Upfront	Quantity	Cost
Membership for Example Member ClubActive - Contracted Minimum 12 Months - Weekly at Freyberg Pool & Fitness Centre Starting Saturday, 4 February 2023		
ClubActive Membership Contracted Term - Weekly	1	\$18.00
Total upfront		\$18.00

Ongoing Debits	Quantity	Cost
ClubActive Membership Contracted Term - Weekly	1	\$18.00
Ongoing commitment		\$18.00

The screenshot shows a 'Your Cart' page for 'Example Member'. It lists membership items with columns for 'Item', 'Quantity', and 'Cost'. The total cost is \$100.00. At the bottom, there are two buttons: 'Cancel' and 'Continue to Payment >', with the latter highlighted by a red box.

Item	Quantity	Cost
Membership for Example Member ClubActive - Upfront - 1 Month at Freyberg Pool & Fitness Centre Starting Saturday, 4 February 2023		
ClubActive Membership Upfront 1 Month	1	\$100.00
Total		\$100.00

You will now be transferred to the **Ezidebit payment screen**.

Complete all details required on the Ezidebit Online Payment or Direct Debit Request screen. Including your payment details. Select **Proceed** and **Pay Now** for upfront memberships or **Submit** once you have completed the Direct Debit sign up details.

The Membership Summary screen will then confirm your payment and membership has been processed and we'll send you a confirmation email with receipt. Please check your junk or spam folder if you don't see the email.

The screenshot shows a 'Membership Summary' page for 'Example Member'. It features a yellow header with the text 'Tāpuitanga me te tanga Bookings and memberships' and 'Absolutely Positively Wellington City Council'. The main content area has a red box around a confirmation message: 'You have purchased a new membership. An email with further details is on its way.' Below this, there is a note: 'This membership will require activation by site staff before it can be used.' At the bottom, there is a table with membership details.

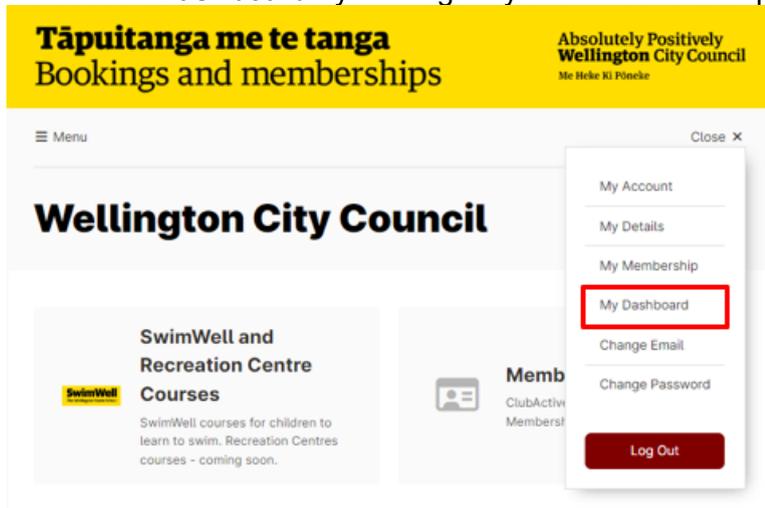
MEMBER	Example Member
MEMBERSHIP NUMBER	208677
MEMBERSHIP TYPE	ClubActive - Upfront - 1 Month
START DATE	Saturday, 4 February 2023
END DATE	Friday, 3 March 2023

If you don't receive a confirmation email, or if you have any questions, please email Recreation@wcc.govt.nz and we'll check your membership for you.

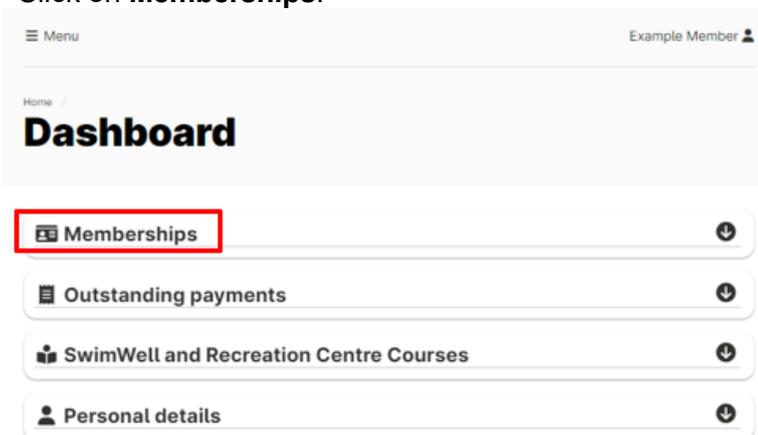
Suspending your membership

If your membership allows suspension, you can complete this online. Make sure you're logged in under your account.

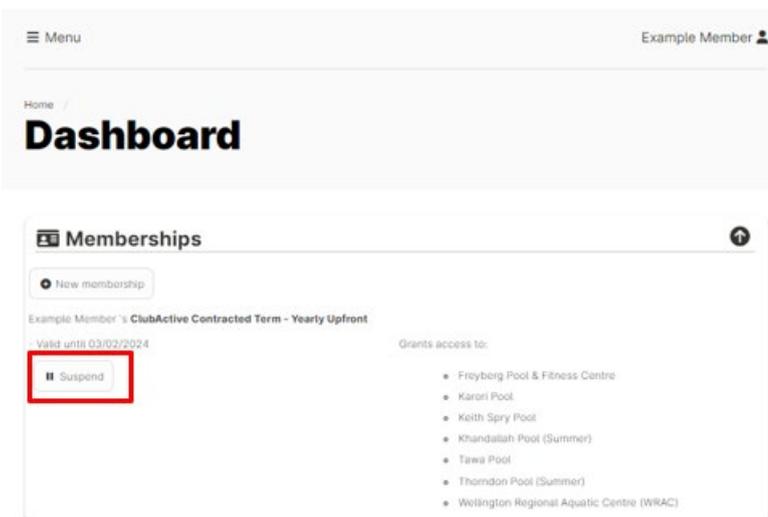
Select the **Dashboard** by clicking on your name in the top right-hand corner:



Click on **Memberships**:

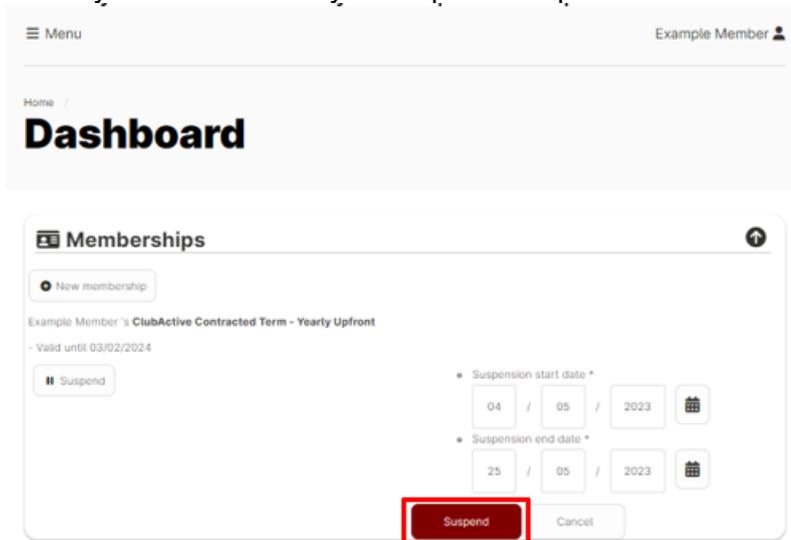


On the 'Membership details' screen, click on **Suspend**:



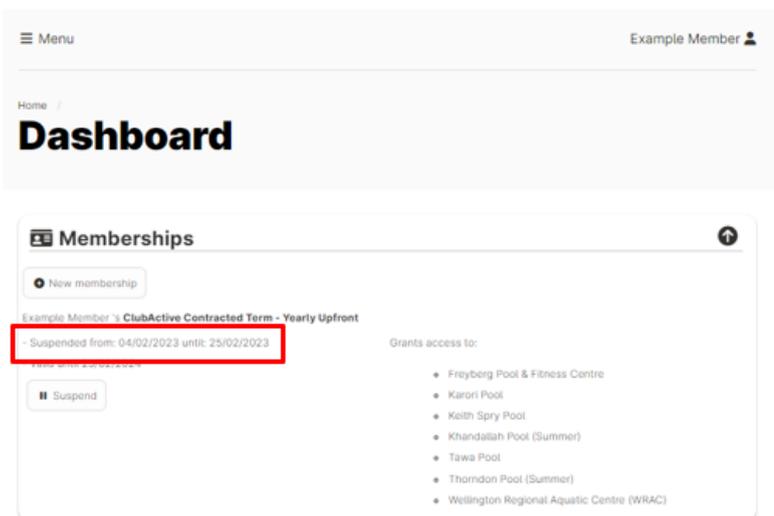
Enter the **Start date** and **End date** for the period you wish to Suspend: (note: the minimum suspension period is 7 days). You may cancel as many times as you wish to a maximum of 90 days in a 12-month period.

Once you have entered your required suspension dates select **Suspend**:



The screenshot shows the 'Memberships' section of a user dashboard. At the top, there is a 'Menu' icon and the user's name 'Example Member'. Below this is a 'Home' breadcrumb and a large 'Dashboard' heading. The main content area is titled 'Memberships' and includes a 'New membership' button. Underneath, it displays 'Example Member's ClubActive Contracted Term - Yearly Upfront' and '- Valid until 03/02/2024'. A 'Suspend' button is visible. To the right, there are two date pickers: 'Suspension start date' (04 / 05 / 2023) and 'Suspension end date' (25 / 05 / 2023). At the bottom of this section, there are two buttons: 'Suspend' (highlighted with a red box) and 'Cancel'.

The Dashboard will now confirm the suspension has been applied:

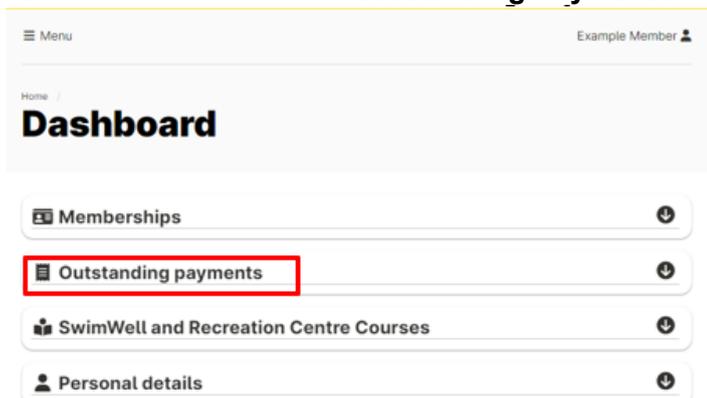


The screenshot shows the 'Memberships' section after the suspension has been applied. The top navigation and dashboard heading are the same. The main content area now shows 'Example Member's ClubActive Contracted Term - Yearly Upfront' and '- Suspended from: 04/02/2023 until: 25/02/2023' (highlighted with a red box). Below this, there is a 'Suspend' button and a list of 'Grants access to:' which includes: Freyberg Pool & Fitness Centre, Karori Pool, Keith Spry Pool, Khandallah Pool (Summer), Tawa Pool, Thorndon Pool (Summer), and Wellington Regional Aquatic Centre (WRAC).

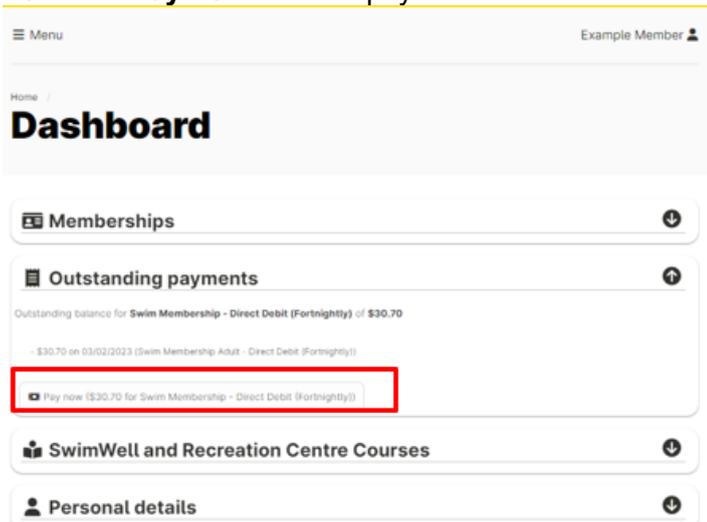
Pay for Outstanding payments

If you have a direct debit membership and have received an email advising the payment has failed, you can pay this online through the **Outstanding payments** option on the **Dashboard**. Make sure you're logged in under your account.

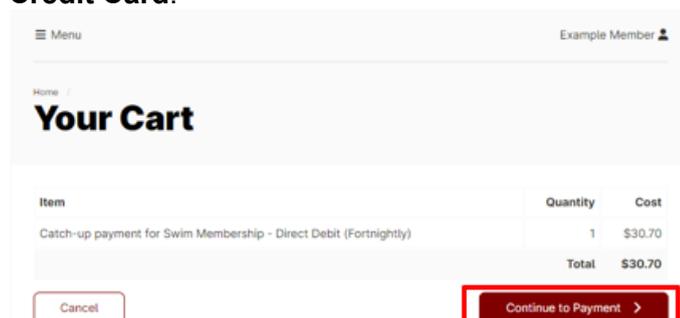
On the Dashboard select **Outstanding Payments**:



Click on **Pay now** to make payment:



Your **Cart** will confirm the amount to be paid. Select **Continue to Payment** and **Pay upfront with Credit Card**:



You will now be transferred to the **Ezidebit Online payment** screen.

Complete all details required on the Ezidebit Online Payment screen. Select **Proceed** and **Pay Now**.

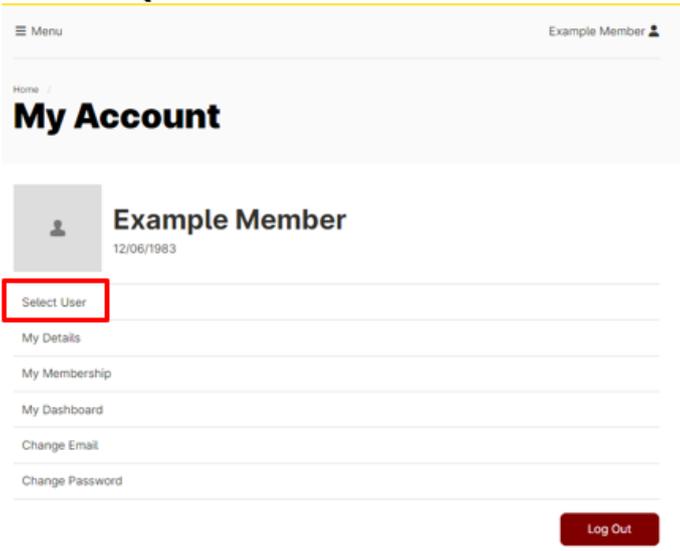
The **Catch-up Payment Summary** screen will then confirm your payment.

Switch between user accounts

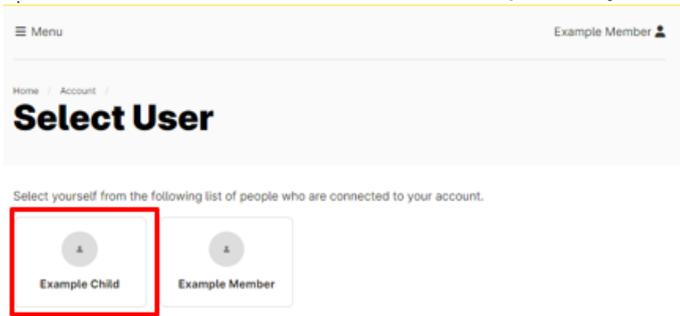
To switch from one person on your account another e.g., from another family member to yourself, select the person's name at the top right:



On the 'My Account' screen, click on **Select User**:



On the 'Select User' screen, select a person you wish to change to:



On the 'My Account' screen, you should now see the details for that person:

