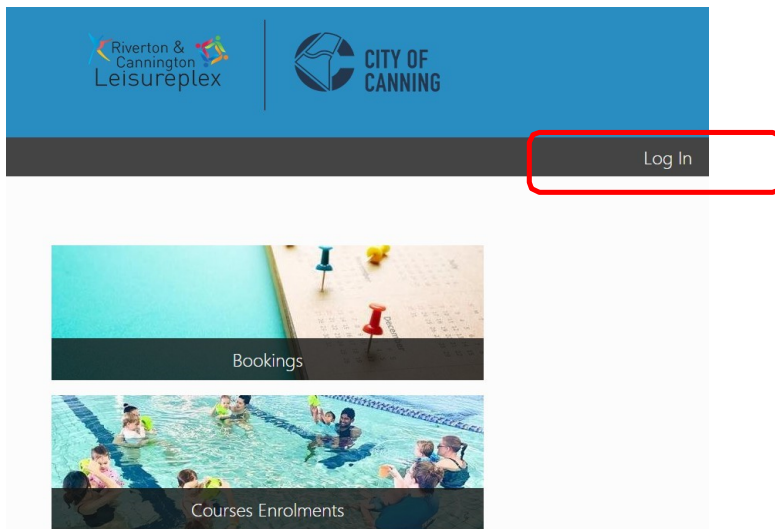




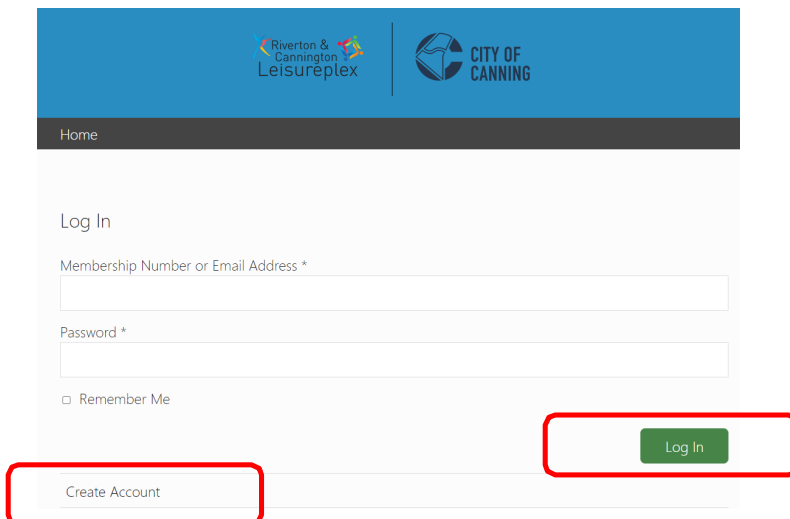
How to apply a Membership Suspension Online

1. Go to the OneBooking Website (Enter the following link in your Chrome browser) <https://onebooking.canning.wa.gov.au/> (download via App Store or Play Store)

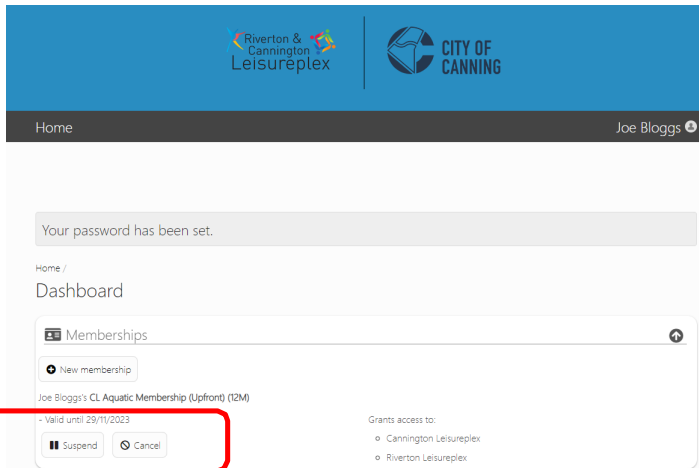
2. Click on Log In



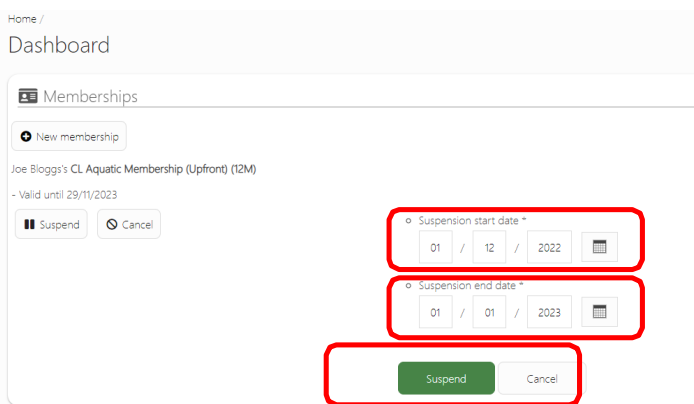
3. Enter email address you supplied on joining, and password. Select 'Create Account' if you're a first time user, 'Log in' if you've already set up an account.



4. Go to Dashboard>Memberships, Click on Suspend



5. Select suspension start and end dates, then click on 'Suspend'



6. You will receive an email notification confirming the dates of your suspension. You will receive an SMS notification 5 days prior to your suspension ending.

MEMBERSHIP SUSPENSION CONDITIONS

Upfront memberships:

Minimum suspension period - 7 days

Maximum suspension period - 365 days

Lifetime suspension limit - 730 days

Note: If you want to apply a suspension past the existing expiry date, apply a suspension until current expiry date, then apply another once the expiry date has been revised. This will result in an SMS notification 5 days before each suspension period applied.

Direct Debit memberships:

Minimum suspension period - 7 days

Maximum suspension period - 90 days

Calendar year limit - 180 days