

SYDNEYPOLE

MEMBER PACKAGES

HOW TO SWITCH YOUR ACCESS LEVEL

To ensure you have continued scheduling access it is important you complete this entire process on the same day.

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STEP 1: RESERVE YOUR REMAINING SESSIONS

On the Sydney Pole App reserve (book in) all remaining available sessions (un-booked classes) on your **current** Member Access Level.

Doing this ensures you can still attend the classes you've paid for. If you don't reserve your remaining sessions they will disappear when you switch levels.



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STEP 2: LOG IN VIA THE SYDNEY POLE WEBSITE

Logging in via the website (not the App) gives you full access to your account settings. You can do this on any device!

Go to sydneypole.com
Select MY SYDNEYPOLE in the top right hand corner.
Click on NSW SETTINGS or QLD SETTINGS
Sign in using the same email and password that you signed up with and use for the App.



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STEP 3: TERMINATE YOUR CURRENT ACCESS LEVEL

Click **YOUR ACCOUNT** in the horizontal menu and then select **Allocations & Contracts**.
Scroll down to **Member Packages**.
Here you will find your 'Access Level x | Member Package'
Click on the word **Terminate**
(text will change from green to red once termination is complete)



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STEP 4: START NEW ACCESS LEVEL

Scroll back up to the top menu and click **ONLINE STORE**, then select **Member Packages**.

Choose your new Access Level & follow the prompts!

Please note that if you select a start date on the calendar that is not *today's date* you won't be able to attend classes between now and that date.



Yay - you did it!

NEED HELP?

If you have any issues with these steps please contact us by emailing info@sydneypole.com.

You can also text us anytime on **0448 083 283** or call during office hours (Monday - Friday, 10am-5pm)