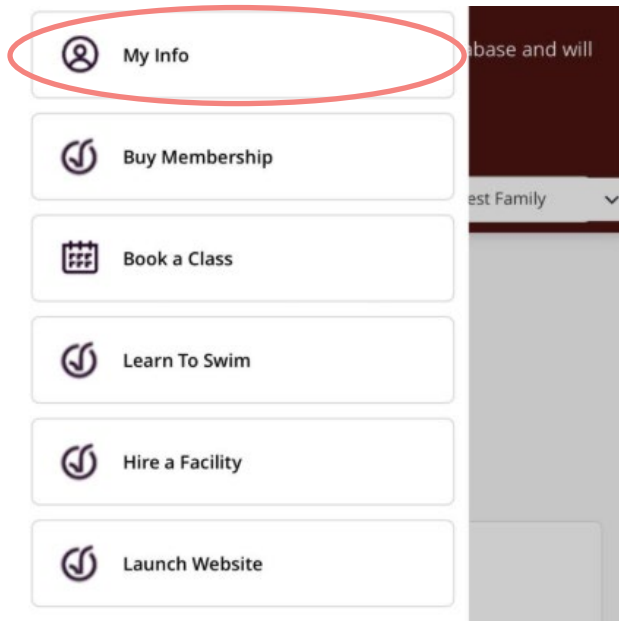


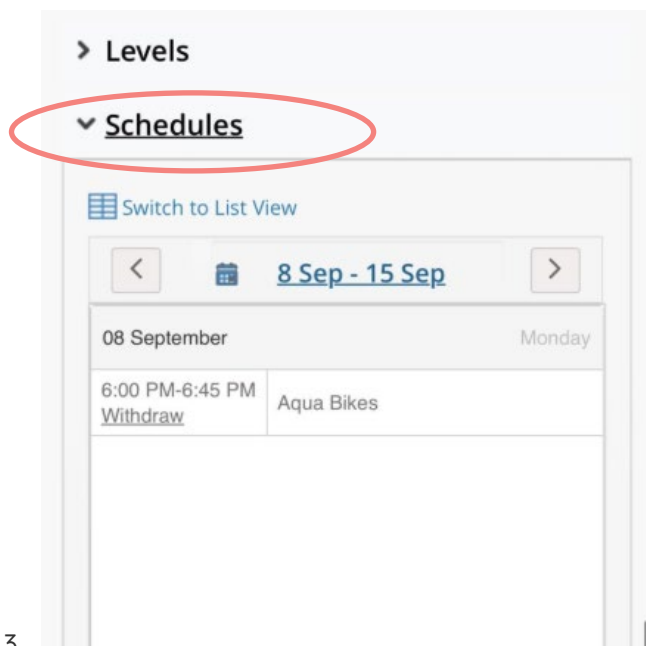
# How to cancel a session booking at Maitland Aquatic Centres

## Cancelling a Session Booking

1. Once you have logged in to the Maitland Aquatic Centre online browser or app via [maitlandcitycouncil.perfectmind.com](http://maitlandcitycouncil.perfectmind.com), select the three lines in the top-left corner and select 'my info'.

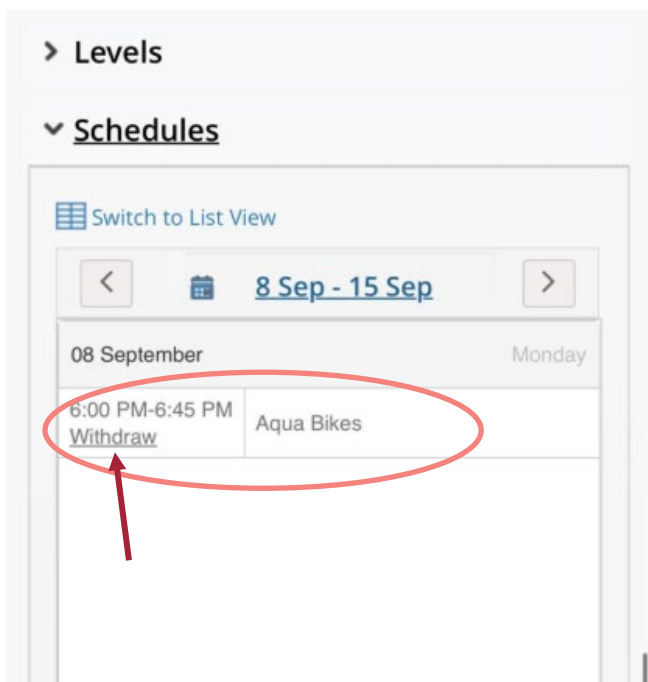


2. Scroll down to 'schedules' and select the arrow drop down to view all current bookings for the selected client.



3.

4. Once you locate the class or session you wish to cancel from, click on the 'withdraw' button as seen in the image below.



5. A screen will pop-up providing you with the option to have any fees paid refunded as credit into your account.
6. Select the 'withdraw' button to complete the process.

A screenshot of a 'Withdraw Test Family from this session' pop-up window. It contains the following sections: 'Withdrawal sessions' for 'Monday 08/09/2025' at '6:00 PM - 6:45 PM'; 'Fees' section showing 'Cost per session: \$15.50'; 'Refund Method:' section with 'Account Credit' selected (indicated by a blue dot) and a note '\* AccountCredit payments are refunded to account' above an 'AccountCredit\*' option with a building icon. At the bottom, it shows 'Total Refund: \$15.50' and two buttons: 'Cancel' and 'Withdraw'. The 'Withdraw' button is circled in red.

- 7.