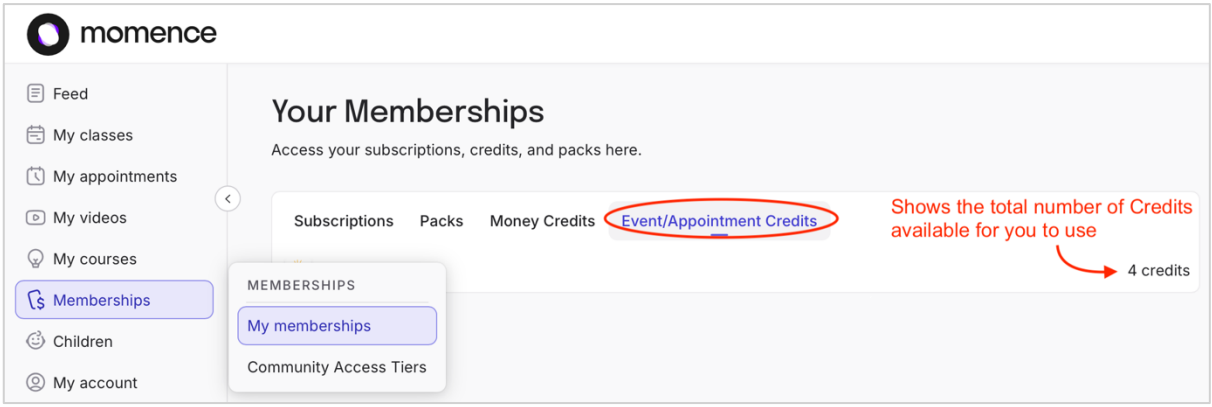
How to check your Ad Hoc Packs / Credits balance

This guide will show you how to check how many credits you have remaining on any Ad hoc Packs, or manually added credits, and when they expire.

ON DESKTOP:

Login to your Momence account: https://momence.com/sign-in?hostId=33449

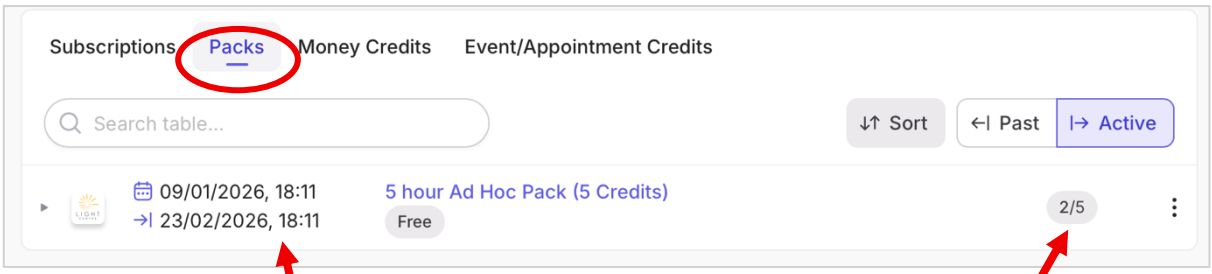
Once logged in click on **Memberships > My memberships > Event/Appointment Credits**



This will show you the **total number of credits available** on your account for you to use, including from Ad hoc Packs and any credits that may have been manually added to your account by staff. In this example I have 1 credit that was manually added by staff, plus 3 remaining credits on an Ad hoc Pack.

To see details of individual Ad hoc Packs:

Click on **Packs** and you will first see any active packs you may have:



This shows you the **date of purchase** and the **expiry date**.

And how many credits have been used.
In this case 2 of my 5 credits **have been used**.

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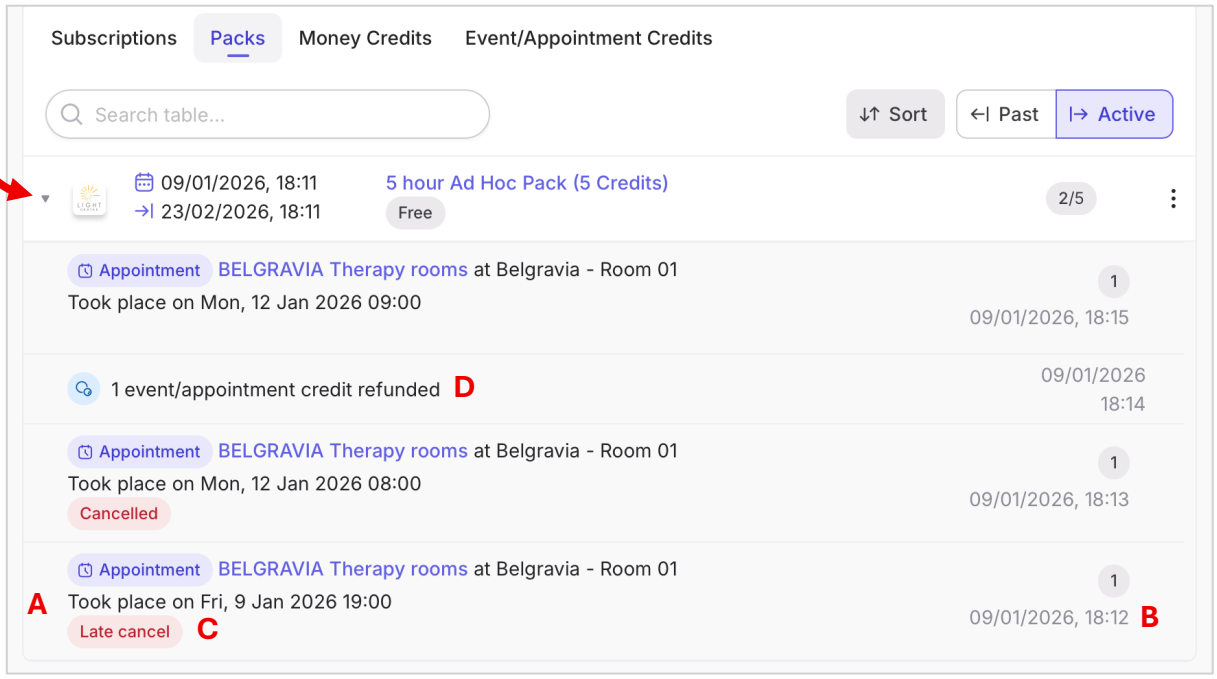
To see further details of the specific bookings click on the little triangle on the left to expand.



Items are listed in order of activity; with the oldest at the bottom and the newest at the top.

- In the above example, at the bottom, I made a 60 minute appointment for 19:00 on 9th Jan in Belgravia room 1. See **A**
- This booking was made at 18:12. See **B**
- I then cancelled this booking with less than 12 hours and it shows as **'Late cancel'** – meaning I did not get the 1 credit refunded. See **C**
- I then booked an appointment for Mon, 12th Jan at 8am. Then immediately cancelled (more than 12 hours in advance) and the credit was refunded. See **D**
- Then I rebooked for 9am on Mon, 12th Jan.
- This brings my total remaining credits to 3 on this pack (I lost one credit from a late cancel, and I used one credit for the Monday booking at 9am)

To see details of previous expired / used packs click on the '**Past**' button near the top right.

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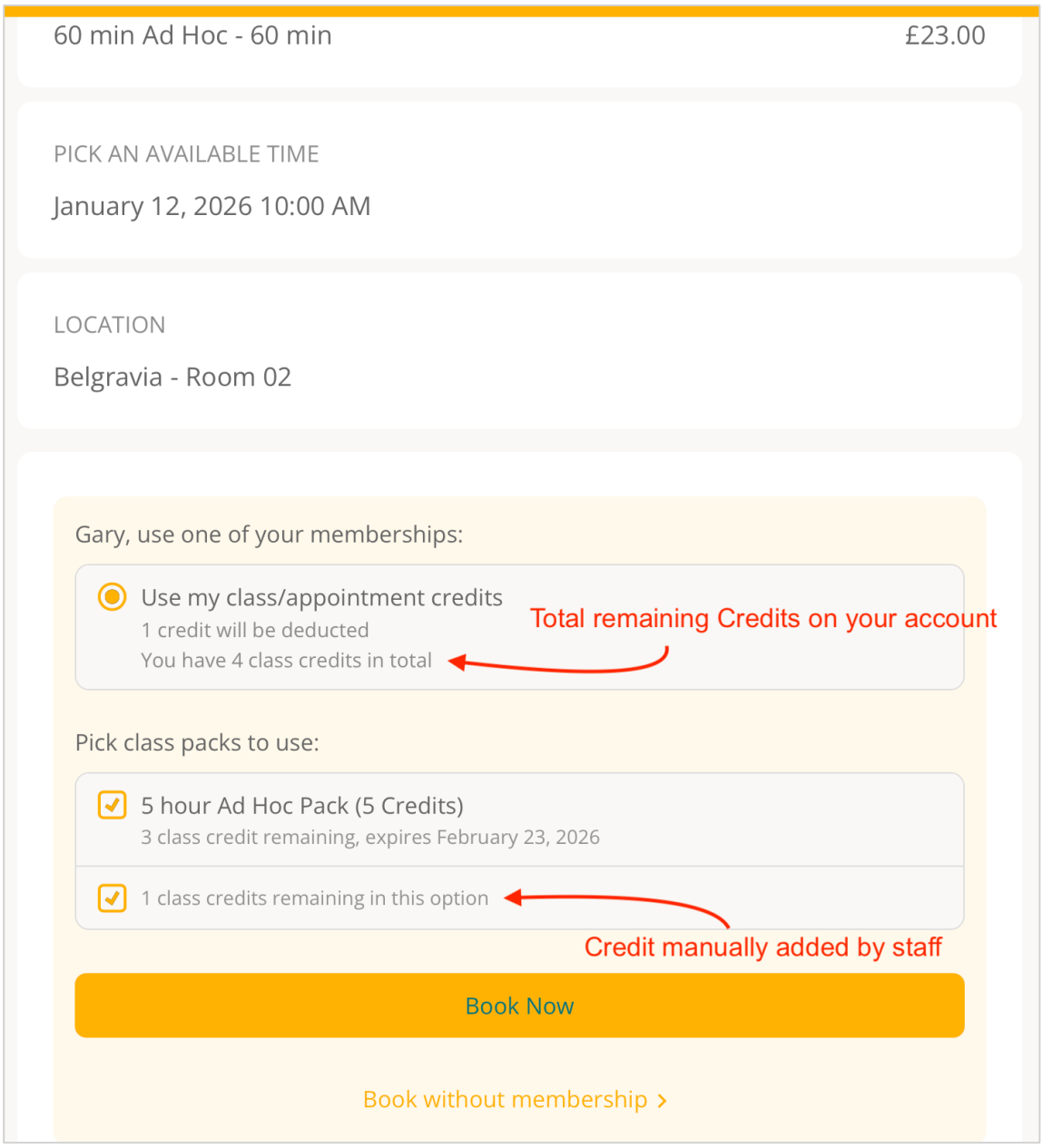
ON THE CHECKOUT PAGE

You will also see all your available credits on the **checkout page**

Once you've chosen your time and rooms the screen shows you all available packs and any manually added credits on your account.



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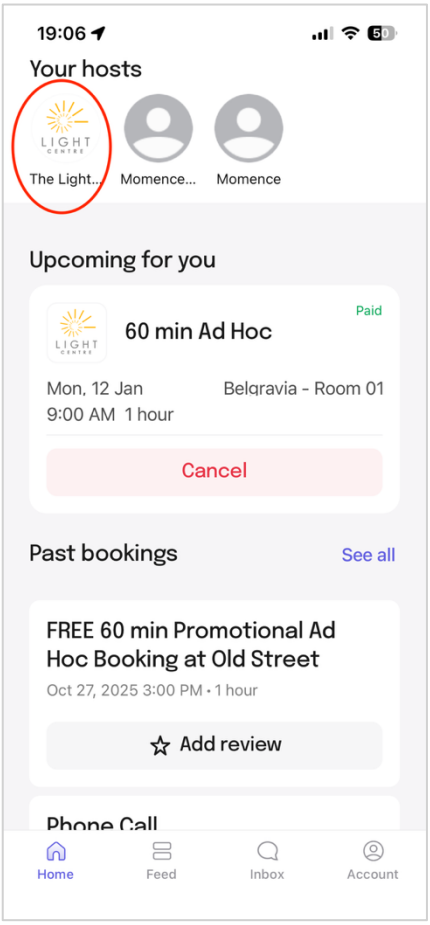
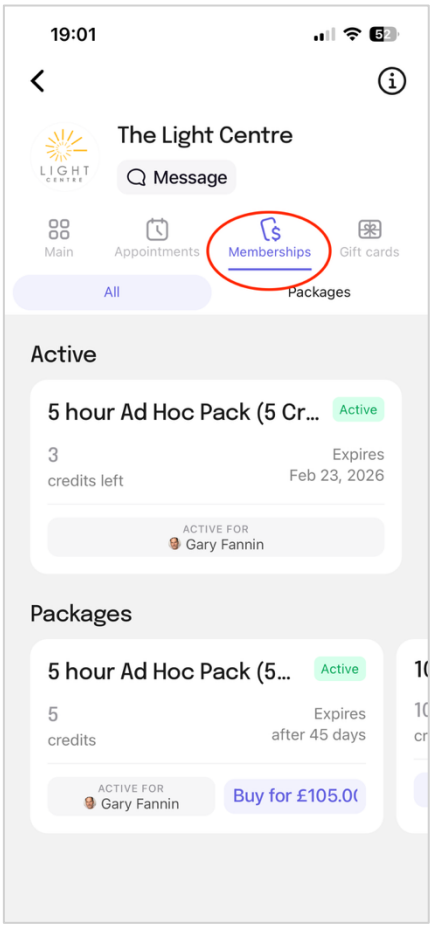
ON THE MOMENCE APP

To see all your remaining credits while using the Mobile App you must check in two places.

1. From your main page click the Light Centre logo at the top of your screen.



2. Then click on Memberships. From there you will see all your 'packages'. This also shows the remaining credits on the Pack. In this case it shows my 3 remaining credits on this Ad hoc Pack.



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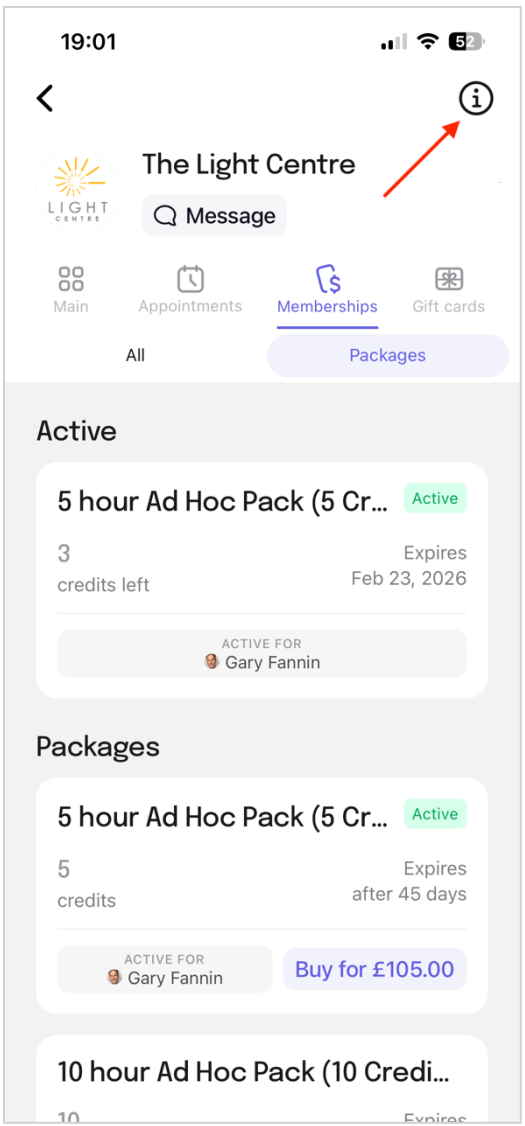
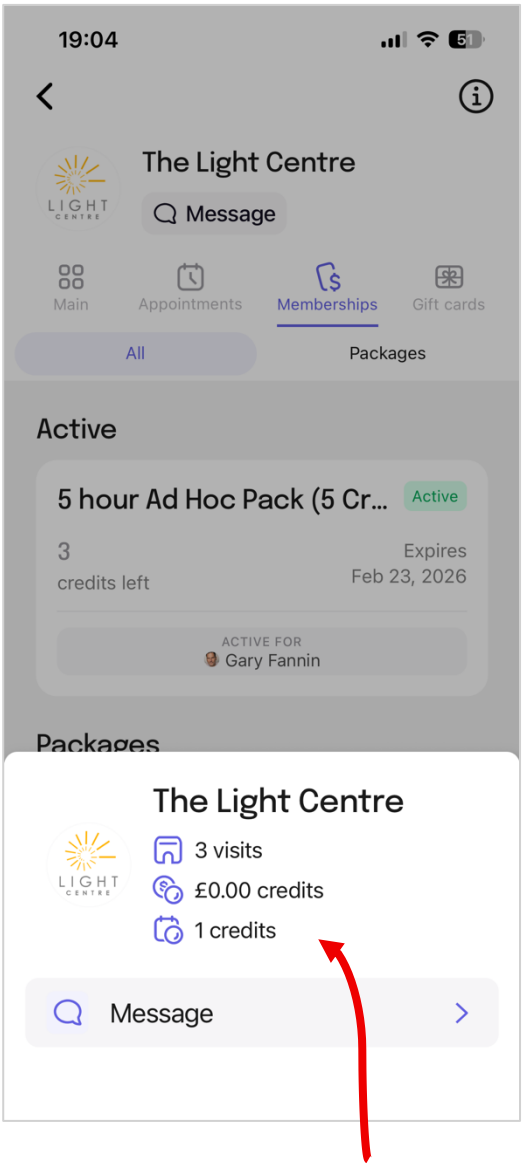
3. To see any additional, manually added credits you will need to click on the 'I' symbol in the top right corner:





This shows that I have one extra credit available.

As always if you have any concerns please reach out to therapyrooms@lightcentre.com or for technical issues please email gary@lightcentre.com.

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