

PART A: (your contact details)

CUSTOMER NUMBER:

CUSTOMER NAME:

PHONE CONTACT:

EMAIL:

STREET ADDRESS:

PART B: (your financial institutions details)

What Name appears on your Account or Card

What is the Name of your Financial Institution

Where is your financial Institution located

PART C: (your account details)

FROM A BANK, CHEQUE or SAVINGS ACCOUNT

BSB NUMBER: -

ACCOUNT NUMBER: - -

FROM A CARD ACCOUNT

VISA MasterCard Expiry Date -

CARD NUMBER:

- -

PART D: (amount & deduction times)

PLEASE NOTE: Before completing this section request office assistance

First Debit Amount \$ to be deducted on

Regular Amounts \$ each month commencing on

PART E: (signature & date)

- i. I authorise Swimming Centre Management - Australia Pty Ltd's Banker (*Westpac*) to direct debit my account from the financial institution that I have identified above.
- ii. I agree to a minimum direct debit arrangement period of twelve (12) months from the first debit (*set out in Part D*) and if I do not cancel this direct debit arrangement in will roll over automatically for a further twelve (12) months.
- iii. I fully understand the terms and conditions set out on page two (2) of this direct debit authority, in particular (*PART F: in total*), which I fully understand and agree to abide by upon signing this Direct debit Authority (below):

SIGNATURE

Day Month Year

PART F: DIRECT DEBIT AUTHORISATION (terms & conditions):

1. Explanatory Notes:

- a) This Direct Debit Authority outlines,
 - our service commitment to you, in respect of the direct debit arrangements made between Swimming Centre Management – Australia Pty Ltd (ACN 119 211 344) and you.
 - your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.
- b) SCHOOL TERM, Aquatots operates four (4) terms per year, the commencement and finishing dates for these terms are governed by the Australian Capital Territories school system term policies. These dates may vary from time to time.

2. Cancellation:

- a) In the event this Direct Debit Authority is cancelled or not paid by the nominated method of payment (*set out in Part C:*) on the stipulated date (*set out in Part D:*) the entire term will immediately fall due and payable along with any bank fees, administrative or recovery fees.
- b) Cancellations of this Direct Debit Authority will only be accepted in writing one (1) term in advance, either posted or emailed (*refer 'ENQUIRIES' below*). At no time will correspondence in relation to cancellations be accepted by hand to any member of staff or at the pool reception.

3. Drawing arrangements:

- a) This Direct Debit Authority arrangement is to remain in force in accordance with the terms and conditions set out in this document, all direct debits fall due and payable on the day entered and (*set out in Part D*) of this document. Payments will be deducted from your nominated account one (1) month in advance.
- b) In terms of the Direct Debit Authority arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.
- c) The first drawing under this direct debit arrangement will occur on the date and for the amount that has been stipulated in this Direct Debit Authority (*set out in Part D*).
- d) In the event any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date.

4. Changes to the arrangement

- a) We will give you a minimum of fourteen (14) days notice in writing, by email or by phone when changes to the initial terms of the Direct Debit Authority arrangement are made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- b) This arranged amount (*set out in Part D*) may vary in frequency and date from time to time, if you wish to discuss any changes to the initial terms or this direct debit arrangement, please contact us and not your financial institution.
- c) If you want to make changes to the drawing arrangements, contact us. These changes may include; deferring the drawing; or altering the schedule; or stopping an individual debit; or cancelling the direct debit arrangement completely.

5. Confidentiality

All of your personal information held by us and will be kept confidential except that information provided to our financial institution (*Westpac*) to initiate the drawings from your nominated account.

6. Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly by contacting us. In the event you do not receive a satisfactory response from us to your dispute, contact your financial institution. Please be aware that your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

We will respond to you with an answer in writing to your claim,

- a) Within (14) business days (*only for claims lodged within 6 months of the disputed drawing*); or
- b) Within (28) business days (*for claims lodged within 12 months after the disputed drawing*)
- c) You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing.
Please be aware that fees for these actions may be applied by us or your financial institution

7. It is your responsibility to ensure that:

- a) Your nominated account can accept direct debits (*your financial institution can confirm this*);
- b) That on the drawing date there are sufficient cleared funds in the nominated account;
- c) That you advise us if the nominated account is transferred or closed.
- d) If your drawing is returned or dishonoured by your financial institution, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment.
- e) You should be aware that any transaction fees payable by us in respect of the above may be automatically added to your account.

8. Enquiries

Please direct all enquiries to us, you may contact us as follows,

- POST: [PO Box 40 Jamison, ACT 2614.](mailto:payments@aquatots.com.au)
- EMAIL: payments@aquatots.com.au

PLEASE ENSURE THAT YOU RECEIVE YOUR COPY OF THESE TERMS AND CONDITIONS