

DRLC LTS Direct Debit Authority Agreement

1. Debiting your account

- 1.1 By signing the Direct Debit Authority (DDA), you have authorised the Des Renford Leisure Centre (DRLC) to arrange for funds to be debited from your nominated financial institution.
- 1.2 DRLC will only arrange for funds to be debited by Ezi-debit Australia from your nominated bank account or credit card as authorised in the direct debit authority.
- 1.3 Regular debits will occur fortnightly commencing on day of enrolment, and then on a Monday on a fortnightly basis. If your enrolment day is a Saturday or Sunday the payment will occur on the next business day and continue until you have provided notice to cancel the agreement in writing.

2. Suspensions (holds)

- 2.1 You may request a planned absence/suspension on your account and during that time debits will be paused on your DDA agreement.
- 2.2 A planned absence /suspension must be requested in advance by emailing drlc@randwick.nsw.gov.au or by completing a planned absence/suspension form at DRLC.
- 2.3 During a planned absence/suspension period no access is permitted to DRLC for your DDA service.
- 2.4 The total of all planned absence/suspensions must not exceed four (4) weeks each year.
- 2.5 An automatic pause will be added over the 4-week break over the Christmas and New Year Period.
- 2.6 No make-up lessons or credits will be given for missed lessons. If your child is unwell and misses a lesson, and you have submitted a medical certificate to DRLC then a credit will be considered.

3. Changes by us

- 3.1 DRLC may change or cancel the terms of this agreement at any time by giving at least fourteen (14) days written notice.
- 3.2 DRLC may cancel your agreement at any time if your payment has been dishonoured by your financial institution or credit card provider, in which case you must organise an alternate payment method with DRLC and pay any back monies owed.

4. Changes by you

- 4.1 Subject to these terms and conditions, you may alter, defer or cancel your payment by emailing drlc@randwick.nsw.gov.au or by completing the appropriate paperwork at DRLC.

5. Your obligation

- 5.1 It is your responsibility to ensure your nominated account or card can accept direct debits and is valid and the details are accurate.
Please note, that direct debit through BECS is not available on all accounts.
- 5.2 It is your responsibility to ensure that there are sufficient available funds in your nominated account or card to meet your payment on the due date.
- 5.3 It is your responsibility to advise DRLC if your nominated account or card is transferred, closed or the details have change.
- 5.4 It is your responsibility to arrange a suitable alternative payment method if your direct debit payment ends for any reason.
- 5.5 All account holders of the nominated financial account used for this agreement must sign the Direct Debit Authority Agreement form.
- 5.6 You may incur charges by your financial institution or credit card provider for a dishonoured payment due to insufficient funds in your account or credit card. Additionally, Ezidebit Australia may also charge a fee for a dishonoured payment. Please acknowledge this obligation by initialling and dating below.

Initials / / Date

6. Dispute

- 6.1 If you believe there has been an error in us debiting your nominated account or credit card you should notify DRLC by emailing drlc@randwick.nsw.gov.au or by completing an account query form at DRLC.

7. Confidentiality

- 7.1 DRLC will keep all information relating to your personal and financial information confidential. DRLC will make reasonable efforts to keep all information that we hold secure and to ensure that any of our employees or agents who have access to your information do not make any unauthorised use, modification, reproduction or disclose any of that information.