

DIRECT DEBIT REQUEST

YOUR DETAILS:

Please complete this form using a BLACK PEN, * Indicates a MANDATORY FIELD

Business:	UQ SPORT LTD	ABN/ACN: 25 135 537 183	UQSP GEN 42051	
Membership Number:				
*Surname:			*Given Name:	
*Phone:			*Email:	
*Address:				
*Suburb:	*State:	<input type="text"/>	*Postcode:	<input type="text"/>

DEBIT ARRANGEMENT:

Including payment details and associated fees/charges detailed below and/or the total amount billed for the specified period for this and any other subsequent agreements or amendments between me/us and the Business and/or Ezidebit.

4 weekly debits: Start date: / / Debit this amount: \$.

Duration: Regular debits will continue until you advise UQ Sport otherwise, with a minimum of one (1) debit.

Administration Fee (once only): Paid by business Bank account transaction Fee: Paid by business

CHOOSE YOUR PAYMENT METHOD:

Debit from Credit Card

VISA Mastercard

Card number: Expiry date: /

Name of Cardholder:

By signing this form, I/we authorise Ezidebit, acting on behalf of the Business, to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement.

Debit from Bank, Building Society or Credit Union Account

Financial institution: _____ Branch: _____

BSB Number: - Account Number:

Name of Cardholder:

I/We authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement (Ver 1.9) provided.

AUTHORISATION:

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided Ezidebit DDR Service Agreement (Ver 1.9) and I/we have read and understand same. I/We acknowledge that our personal information will be collected, used, held and disclosed in accordance with the Ezidebit Privacy Policy found at <http://www.ezidebit.com.au/privacy-policy/>

Signature(s) of _____
Nominated Account: _____

Date: / /

FOR YOUR PRIVACY, PLEASE PRINT THIS FORM AND RETURN IN PERSON TO THE AQUATIC CENTRE.

UQ Sport Aquatic Centre: The University of Queensland, Cnr Union Road and Blair Drive, St Lucia, QLD 4067. Call: 07 3365 6047

DDR SERVICE AGREEMENT (VER 1.9)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution.

Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

1. there is a public or bank holiday on the day of the debit, or any day after the debit date;
2. a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
3. a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.

Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

Credit Card Payments I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business.

I/We appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy.

Other than as provided in this Agreement or the Ezidebit Privacy Policy, Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law. Ezidebit's Privacy Policy can be found at <http://www.ezidebit.com/au/privacypolicy/>

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

I/We authorise:

- a. Ezidebit to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
- b. my/our financial institution to release information allowing Ezidebit to verify my/our account details

Ezidebit: PO Box 3327, Newstead, QLD 4006 Ph: (07) 3124 5500 Fax: (07) 3124 5555

UQ SPORT SWIM SCHOOL ENROLMENT INFORMATION, TERMS AND CONDITIONS:

PAYMENT INFORMATION

1. All payments must be made by direct debit in advance for the relevant billing period. Each billing period is for a period of 4 weeks, with payments being deducted on Mondays. An initial pro rata payment may be deducted where the initial lessons occur before the commencement of a billing period.
2. The first payment must be made before the first lesson.
3. There is a 48-hour cooling-off period upon enrolment in the program. Cancellation within this period will result in a full refund, minus an administrative fee.
4. Enrolments can be cancelled by completing a Cancellation Form available from UQ Sport venue and handing it to the UQ Sport venue. Other than for cancellations due to medical conditions (in which case a medical certificate must be provided), 28 days' notice of cancellation from the last payment is required.
5. Enrolments may be placed on hold for a maximum of four weeks in a calendar year by giving written notice to UQ Sport. The minimum on hold period is seven days, and holds must be taken in seven day blocks. If a longer hold period is required, the enrolment will need to be cancelled.
6. Credits or refunds are not offered for missed lessons (save for public holidays and cancellation of lessons due to unforeseen circumstances as noted below). Please see the make-up policy below for further information.
7. There is no minimum term for the enrolment. Direct debit payments will continue to be deducted until such time as the enrolment is cancelled.
8. Any changes to an enrolment, eg adding further lessons, can be done by completing a Change of Enrolment form which is available from the UQ Sport venue.
9. Any changes to contact details of the Customer should be notified to UQ Sport by completing a Change of Details form which is available from UQ Sport.

PUBLIC HOLIDAYS, MAKE-UP POLICY AND OTHER MISSED LESSONS

10. Lessons will not run on public holidays. Customers will not be charged for lessons that fall on these days and a credit will be allowed in the billing period immediately following the billing period in which the public holiday occurred.

11. Make-Up Policy:

- a. Provided that notice of non-attendance at the scheduled lesson has been given prior to the scheduled lesson time, each student enrolled in lessons will be entitled to five (5) make-up lessons per calendar year, each must be taken within the week of the original missed lesson. All bookings are subject to availability.
- b. If a medical certificate is provided for a long-term illness or injury, an immediate cancellation of the direct debit contract may be applied.
- c. No make-up lessons are offered where lessons do not proceed due to unexpected circumstances (eg hazardous weather or pool closure) however a credit will be applied in the next billing period immediately following the cancelled lesson.

OTHER INFORMATION

UQ Sport's Conditions of Entry (which are clearly displayed at the entrance to the Centre) apply to every person attending the Centre and will apply in addition to these Terms and Conditions.