

# CHANGE OF DETAILS FOR DIRECT DEBIT (CREDIT CARD only) Request Form

Request and authority to debit the account named below to pay Norwood Swim School  
ABN 79 820 785 562.

If you have any questions or need assistance in completing this form please call (08 8332 1136) or see a  
Customer Service Officer at the swim school.

Please post the completed form to Norwood Swim School, 273 The Parade, Beulah Park SA 5067 or give the  
completed form in person to a Customer Service Officer at the swim school.



<b>Family Name:</b>			
<b>Address:</b>			
<b>Contact Name:</b>			
<b>Phone Wk:</b>	<b>H:</b>	<b>Mobile:</b>	

Swimmers Names	Squad / Class Level	Date / Time (If applicable)
1		
2		
3		
4		
5		

<input type="checkbox"/> Mastercard <input type="checkbox"/> Visa											
<i>Cardholders Name:</i>	<i>Cardholders Signature:</i>										
<b>Card Number:</b>	<b>Expiry Date:</b> /										
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**Acknowledgement:** By signing this Direct Debit Request (Credit Card Only) you acknowledge that you have read and understand the terms and conditions governing the debit arrangements between you and Norwood Swim School as set out in this Direct Debit Request and in the Direct Debit Request Service Agreement. This authority shall stand, in respect of the specified Card, and in respect to any Card issued to me in renewal or replacement thereof, until I notify Norwood Swim School in writing of its cancellation.

**Name:** .....      **Signature:** .....

**Date:** .....

## Direct Debit Request Service Agreement

### Definitions

**Account** means the account held at your financial institution from which we are authorised for funds to be debited.

**Agreement** means this Direct Debit Request Service Agreement between you and us.

**Business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit day** means the day that payment by you to us is due.

**Debit payment** means a particular transaction where a debit is made.

**Direct debit request** means the Direct Debit Request between us and you.

**Us or we** means Norwood Swim School you have authorised by signing a direct debit request.

**You** means the customer who signed the direct debit request.

### Terms

Pay by the month fees are ongoing. Your account will continue to be debited until a Change of Details / Cancellation Form has been completed and signed with notice of cancellation. Monthly fees are non – refundable. Cancellations are required seven (7) days prior to the month commencing that you wish to cancel or the following months fees will be deducted.

### Debiting your account

By signing a direct debit request, you have authorised us to arrange for funds to be debited from your nominated account for monies owed to Norwood Swim School. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.

Payments are debited in advance for the current month from an approved credit card. The amount is charged from your nominated account on the 1<sup>st</sup> of each month.

If the debit day falls on a non-business day, the direct debit will occur on the following business day.

### Changes by us

We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days written notice.

### Changes by you

You may change the arrangements under a direct debit request by written communication using the Change of Details / Cancellation Form if you wish to change / cancel the service seven (7) days prior to the month commencing that you wish to change / cancel or the following months fees will be deducted.

This notice should be given to us in the first instance.

### Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.

If there are insufficient clear funds in your account to meet a debit payment:

- (a) you may incur fees or charges imposed or incurred by us;
- (b) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment; and

It is your responsibility to ensure that the details that we hold for your direct debit request are up to date.

You should check your account statement to verify that the amounts debited from your account are correct.

### Dispute

If you believe that there has been an error in debiting your account, you should notify us, and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. All correspondence should be addressed to Norwood Swim School, Accounts Department, 273 The Parade, Beulah Park, SA, 5067.

If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for a refund to be issued to correct your account. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you in a timely manner.

### Accounts

You should check your account details which you have provided to us are true and correct.

### Confidentiality

We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

### Notice

**If you wish to notify us in writing about anything relating to this agreement, you should write to Norwood Swim School, Accounts Department, 273 The Parade, Beulah Park, SA, 5067.** We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request. Any notice will be deemed to have been received two business days after it is posted.