



Macksville

Memorial Aquatic and Fitness Centre

LEARN TO SWIM & WATER
SAFETY PROGRAM
“All-in-One Pack”



About Us

Community Aquatics manages a variety of aquatic and fitness facilities. As part of our responsibility we strive to “*To provide all Community Members with a clean and safe facility, that offers interesting, motivating and effective programs*”. Our website, www.communityaquatics.com.au, contains a range of policies, feedback options and program information. All Clients are invited to peruse this site and to provide feedback at any time.

The Learn to Swim Environment

All Parents/ Guardians and Learners must abide by general terms and conditions of entry for the Centre in which lessons are being held. Lessons will proceed in all-weather unless deemed unsafe by Centre Management.

Pool Life Guards do a great job of keeping all pools safe, however for safety, all children participating in our facility programs must *‘still’* be supervised by a Parent/ Guardian at all times. Any type of photography, from any image capturing device is not permitted without the express permission of Centre Management.

A Learner suffering from any skin infection or other communicable disease will be excluded from lessons for the safety of themselves, plus the well-being of other Learners and Instructors. Examples include: Chickenpox; Cold Sores; Conjunctivitis; Diarrhoea and/or Vomiting; German Measles; Molluscum contagiosum; Hand, Foot & Mouth; Head Lice; Measles; Mumps; Plantar Warts; School Sores; Slapped Cheek Syndrome; Tinea/Ringworm; Whooping Cough.

Any Person that usually wear a nappy are required to wear some form of aqua-nappy if swimming in a Community Aquatics facility. Swim nappies must have elasticised legs and waist. Please ensure that all Learners are suitably attired if they fall into this category for the comfort and safety of all Patrons.

Learners with special needs or requirements are requested to speak with the Learn to Swim Coordinator during the enrolment process. It is important that our Instructors are aware of each Learners exact needs.

Payments

All lessons are paid in advance via Direct Debit. A Direct Debit payment is paid fortnightly in advance and adhere to the Terms & Conditions related to this payment type. Bookings are confirmed upon receipt of payment for the class. A Learner may be withdrawn from any Community Aquatics program, at any time if lesson fees are not up-to-date.

Perpetual Season Dates: Winter / Summer & Enrolment

Learn to Swim Perpetual (annual) classes are conducted continuously, including most school holidays. Lessons do not proceed on Public Holidays or during scheduled breaks at: Christmas/ New Year (3 weeks), Easter (2.5 weeks) and October School Holidays (2 Weeks). All lesson fees are automatically adjusted so that no fees are charged when lessons are not held/ offered during breaks or when lessons fall on public holidays. Lessons are not held on Public Holidays

Clients may wish to opt out at any time. However, we suggest that to ensure continuity of learning and progress clients commit and attend full seasons when able.

General Non-Attendance OR Make-Up Lessons - Due to Sickness

Missed lessons are not beneficial to learning. We want all Learners to attend all allocated lessons for continuity of their development. For this reason, we do not provide make-up or credit for general non-attendance.

Non-Attendance or missed lessons are not refunded.

When your child is sick, a Doctor's Certificate must be supplied to the Swim School at the next lesson, or within 14 days; and a refund will be granted. Only those people who provide a Doctors Certificate may select to receive either a make-up lesson or an account credit. Credits will expire 3 months from date provided. *Only those people who provide a Doctors Certificate will be eligible for a program credit or make-up lesson.*

Should a situation arise where a child's absence is caused by an external serious family related matter, a request for refund or make-up lesson must be made in writing - via macksville@communityaquatics.com.au

Lesson Attendance & Withdrawal / Cancellation

It is very important for the Learners swimming education that they attend every lesson.

Children must always be accompanied by an adult. Adults must remain in the centre throughout the child's lesson. Parents, Guardians and Grandparents are encouraged to be spectators to ensure each child feels special. Entry is free for up to 4 spectators per child. Any person not participating in lessons and intends to swim in a pool must pay the required pool entrance fee upon entry.

All Learners are automatically re-enrolled after any break. Where possible the Learner will remain with the same teacher, day of week and lesson time. Non-attendance and/or non-payment at the first lesson of season will result in the Learner being withdrawn from the program automatically.

Parents wishing to withdraw a Learner from the program, must do so in writing, & provide 2-weeks' notice. This can be done by using the **“Amendment and Cancellation Form”** available from Reception - macksville@communityaquatics.com.au .

Stolen Property

Community Aquatics is not responsible for lost or stolen items or damage to property or vehicles. Acknowledging this risk, all patrons agree to use Community Aquatics facilities at own risk

Make-Up Lessons OR Program Credit - Due to Family Holidays

Learners going away in the School Holidays can accrue up to 3 make-ups per season (Winter/ Summer), per child and have up to 3 months to use them. However, holiday make-ups require the Centre to be given notice BEFORE the absence occurs. The make-up bookings must be scheduled before the absence occurs.

For some families it is impossible to find time for make-up lessons. To assist, we offer a \$5.00 credit on future bookings for holiday lessons missed when a suitable make-up lesson cannot be found, for use in the following season ONLY.

Lessons Days & Times

A lesson is booked for the same day and time every week, and this will not change throughout the program except under special circumstances; including, but not limited to: class structure changes, client request or Learner progression.

Progression

All Learners over 4yrs of age need to be assessed prior to beginning their first lesson. The initial assessment will grade the Learner so they can be placed in the most appropriate class. Learners under 4 years of age do not require an assessment and can be booked directly into the program.

Learners are assessed continually by the Instructor. Formal assessments occur every 6 weeks. Certificates of participation and achievement will be issued by the Instructor upon completion of a level. Learners will progress through the levels of the program as they attain the skills and confidence. Skills and competencies must be performed three times within a lesson, over two consecutive lessons to achieve a pass.

Instructor Availability

We strive at all times to have the same Instructor on the same class throughout a term. However, from time to time, Instructors may be ill or have personal commitments that prevent them from working. This occurs in all swim schools and work environments. On the occasion when the Instructor is away, the details will be posted on the Learn to Swim noticeboard at the pool entrance.

Our Instructors are highly professional and greatly appreciate their role in teaching water safety and swimming skills to all Learners. All replacement teachers are highly skilled, have extensive knowledge of the Learn to Swim program and are dedicated teachers of swimming.

Before, During & After Lessons

All Learners must stop & check in at reception prior to the lesson. Learners and Parents/ Guardians are not permitted to approach Instructors or enter the lesson area until lesson commencement.

Learners should be ready to start lessons on time, including a bathroom visit prior to the lesson. Children should be at poolside a few minutes before the commencement of the lesson. It is not recommended that Learners swim before their lesson. Learners participating in lessons should not be wearing bikinis or board shorts if possible - proper fitting purpose designed swim wear is preferred.

Parents must remain at the centre while children are completing lessons, it is important in case of any emergency. Please make sure your children use the change rooms safely and minimise their time in the showers to allow other children access. It is best for your child's privacy to shower or bath at home. School age children must use the correct gender change room. Alternatively, a family change room is available for use. Always supervise your children when changing in amenities and leaving the centre.

Parents must allow Instructors to reasonably supervise their children during all lessons and should not approach children or Instructors during lessons. A suitable time can be arranged with the Learn to Swim Coordinator should the parent need to discuss any issues or concerns with an Instructor- please see reception to organise this.

Waiver & Release

During all times that you are on a Community Aquatics premise both your property and your dependant's wellbeing shall be at your own risk. You are hereby agreeing that Community Aquatics shall not be liable for any loss, damage or theft of any property belonging to you or your guest (including minors) occurring on Community Aquatics premises except where caused by gross negligence of Community Aquatics. Additionally, Community Aquatics shall not be liable for any death, personal injury or illness occurring to you or your guest (including minors) on Community Aquatics premises or as a result of the use of any facilities or equipment provided by Community Aquatics, except to the extent that such death, personal injury or illness occurs from the gross negligence of Community Aquatics.

What is a Perpetual Program?

It's simple and its easy. Think of it as a year-round booking with fortnightly direct debit payments.

Does a Perpetual Program have Breaks?

Yep! A perpetual program has three breaks per year - Christmas/New Year, Easter and October. Lessons will continue each week, even over the school holidays.

Can I use Cash/ EFTPOS or Credit Card?

Yep! However, Direct Debit details are still required to secure your position and ensure your lesson placement. If you do not wish to have your lesson payments debited from an account, you may elect to pay in advance via Cash, EFTPOS or Credit Card. By keeping your account up-to-date and paid 2-weeks in advance, debits will not occur. Staff can assist you with keeping track of your advanced payment when you attend lesson.

Your account will be debited should you chose to stop maintaining a minimum of 2-weeks advance payment on your account.

Do Learners need to Re-enrol each School term, or after breaks?

Nope! Once started, Learners automatically 'roll over' as the year progresses. *No need to do anything.*

We suggest that for continuity of learning all participants complete a Summer or Winter Season (or both) at the minimum. Research suggests that 6 months or more produces better learning outcomes.

What if I wish to go away during School Holidays?

That's fine! Learners going away in the School Holidays can accrue up to 3 make-ups per year, per child. However, holiday make-ups require the Centre to be given notice BEFORE the absence occurs

For some family's it is impossible to find time for make-up lessons. To assist, we offer a \$5.00 credit on future bookings for holiday lessons missed when a suitable make-up lesson cannot be found.

This offer is available up to a maximum of 3 make-ups per child, per season and subject to the proper missed lesson notification being given to the facility prior.

Are Learners entitled to Make-Up Lessons When Sick?

Of course! When a Learner is sick and misses their lesson, a Doctor's Certificate must be supplied to the Centre at the next lesson, or within 7 days. With a Dr Certificate, the Learner may select to receive either a make-up lesson or an account credit. Credits will expire 6 months from date of issue. *Only those people who provide a Doctors Certificate will be eligible for a program credit or make-up lesson.*

Should a situation arise where a Learner's absence is caused by an external serious family related matter, or serious long-term illness (greater than 3 weeks), a request for refund must be made in writing - Via email to the facility. A \$15 administration fee will apply.

Will I always get the same class and time from program to program?

Not always – but we try! We work hard to keep your booking constant but sometimes we need to add, remove or change classes dependent upon demand and teacher availability.

What if I wish to Take a Break or Stop Lessons?

No Probs! You can cancel a class placement by providing the Swim School with 14 days' notice (2 lesson notice).

Learners may 'Opt-Out' and/ or 'Opt-In' at any time throughout the year. Parents and Guardians must keep in mind that due to the use of direct debiting for payments - *2 weeks' notice (or more) is required before opting out.*

When opting out of lessons, your lesson placement will be available for others to occupy.

Does Program Participation Have any Other Benefits?

Yes they do!

Our Learners receive free pool entry outside of lessons at any time whilst they are enrolled in our program!

This offer assists our participating Learners and their support networks by making the Inverell Pool a first-choice place away from the pressures of work and home, where they can connect and be active together. Community Aquatics appreciates the importance of external positive water experiences to complement our lesson program. By swimming with parents/guardians outside of lessons our Learner can participate and practice in their own self-guided discovery learning processes, this enhances and aids their development of swimming and water safety.

Swim Wear Discounts

All Leaners receive a 20% discount on any goggle, cap or swim wear purchase. Simply let Pool Staff know that you are a participating Learner, and a discount will be applied to your purchase.



ABN 45 169 749 713

Learn to Swim & Water Safety Enrolment Agreement

FACILITY LOCATION

PARENT / GUARDIAN DETAILS (Account Holder)

| | | | |
|--|---------|----------------|-----------|
| Surname: | | Given Name/s: | |
| Address: | | Suburb: | Postcode: |
| Email: | | | |
| Phone: | Mobile: | Home or Office | D.O.B: |
| Emergency Contact: | | Relationship: | Phone: |
| Do any Learners have Aboriginal or Torres Strait Islander descent? i) Aboriginal: Yes / No ii) TSI: Yes / No iii) Both | | | |

LEARNERS

| | | | |
|---------------|---------|------------|---------|
| 1. First Name | Surname | D.O.B: / / | Gender: |
| 2. First Name | Surname | D.O.B: / / | Gender: |
| 3. First Name | Surname | D.O.B: / / | Gender: |
| 4. First Name | Surname | D.O.B: / / | Gender: |

Have any Learners participated in lessons previously? i) *With Us*: Yes / No ii) *If Yes*: Approx. when:

LEARNER HEALTH BACKGROUND SCREENING

| | | | |
|------------------------|---------------------|----------------------|---------------------|
| Asthma | Yes / No Name/s: | Hearing Difficulties | Yes / No Name/s: |
| Epilepsy | Yes / No Name/s: | Vison Impairment | Yes / No Name/s: |
| ADD / ADHD | Yes / No Name/s: | Penicillin | Yes / No Name/s: |
| Diabetes | Yes / No Name/s: | Disability | Yes / No Name/s: |
| Convulsions / Fainting | Yes / No Name/s: | Other: Name/s: | |

Additional information you wish our Instructors to be aware

MEMBERSHIP AGREEMENT

I have read & understood the Terms and Conditions of this membership - see overleaf or www.communityaquatics.com.au. I acknowledge that the information I have provided is true & correct. I will inform Community Aquatics Pty Ltd in writing should my circumstances change.

Direct Debit Payments: I understand that debits will continue after the minimum period and subject to price increases, until I provide notification of cancellation as outlined in Direct Debit Terms and Conditions.

Signed: _____ Date: _____

STAFF USE ONLY

Staff Receiving Application - Name: _____ Date: _____

Total Initial Payment / Deposit: \$ _____ / On-going Fortnightly Fees: \$ _____ (at direct debit commencement)

- ✓ Member has been made aware of payment requirement to this membership: i) Direct Debit Dates, or, ii) Upfront payment for Term
- ✓ Member has been given a copy of the Terms & Conditions or provided with directions to www.communityaquatics.com.au

Staff Initials: _____

Staff Entering Information into Link

Entered into Links - Date: _____ Staff Name: _____ Member ID#: _____

Class Booked: 1) Day ____ / Time ____ 2) Day ____ / Time ____ 3) Day ____ / Time ____ 4) Day ____ / Time ____

Confirmation: 1st Confirm: Conversation / Left Message / Email / Text / Other Date & Time: _____

2st Confirm: Conversation / Left Message / Email / Text / Other Date & Time: _____

Comments/ Notes:

LEARN TO SWIM & WATER SAFETY PROGRAM MEMBERSHIP TERMS AND CONDITIONS

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Clients may wish to opt out at any time. However, we suggest that to ensure continuity of learning and progress clients commit and attend full seasons when able. Specific scheduled breaks are available at each facility.

General Non-Attendance

Missed lessons are not beneficial to learning. We want all Learners to attend all allocated lessons for continuity of their development. For this reason, we do not provide make-up or credit for general non-attendance.

Make-Up Lessons - Due to Sickness

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Learners are assessed continually by the Instructor. Formal assessments occur every 6 weeks. Certificates of participation and achievement will be issued by the Instructor upon completion of a level. Learners will progress through the levels of the program as they attain the skills and confidence. Skills and competencies must be performed three times within a lesson, over two consecutive lessons to achieve a pass.

Instructor Availability

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Our Instructors are highly professional and greatly appreciate their role in teaching water safety and swimming skills to all Learners. All replacement teachers are highly skilled, have extensive knowledge of the Learn to Swim program and are dedicated teachers of swimming.

Before, During & After Lessons

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Learners should be ready to start lessons on time, including a bathroom visit prior to the lesson. Children should be at poolside a few minutes before the commencement of the lesson. It is not recommended that Learners swim before their lesson. Learners participating in lessons should not be wearing bikinis or board shorts if possible - proper fitting purpose designed swim wear is preferred.

Parents must remain at the centre while children are completing lessons, it is important in case of any emergency. Please make sure your children use the change rooms safely and minimise their time in the showers to allow other children access. It is best for your child's privacy to shower or bath at home. School age children must use the correct gender change room. Alternatively, a family change room is available for use. Always supervise your children when changing in amenities and leaving the centre.

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Lesson Attendance & Withdrawal

It is very important for the Learners swimming education that they attend every lesson.

Children must always be accompanied by an adult. Adults must remain in the centre throughout the child's lesson. Parents, Guardians and Grandparents are encouraged to be spectators to ensure each child feels special. Entry is free for up to 4 spectators per child. Any person not participating in lessons and intends to swim in a pool must pay the required pool entrance fee upon entry.

All Learners are automatically re-enrolled into the next (following) term. Where possible the Learner will remain with the same teacher, day of week and lesson time. Non-attendance and/or non-payment at the first lesson of term will result in the Learner being withdrawn from the program automatically. Parents wishing to withdraw a Learner from a program must provide 2-weeks' notice to the Centre.

Parents wishing to withdraw a Learner from the program must, in writing, provide 2-weeks' notice to the Centre. This can be done by email or using a "Amendment and Cancellation Form" available from Reception

Stolen Property

Community Aquatics is not responsible for lost or stolen items or damage to property or vehicles. Acknowledging this risk, all patrons agree to use Community Aquatics facilities at own risk

Waiver & Release

During all times that you are on a Community Aquatics premise both your property and your dependant's wellbeing shall be at your own risk. You are hereby agreeing that Community Aquatics shall not be liable for any loss, damage or theft of any property belonging to you or your guest (including minors) occurring on Community Aquatics premises except where caused by gross negligence of Community Aquatics. Additionally, Community Aquatics shall not be liable for any death, personal injury or illness occurring to you or your guest (including minors) on Community Aquatics premises or as a result of the use of any facilities or equipment provided by Community Aquatics, except to the extent that such death, personal injury or illness occurs from the gross negligence of Community Aquatics.



DIRECT DEBIT REQUEST AUTHORIZATION FORM

CUSTOMER DETAILS

| | | | |
|----------------------------|---------------------------------|-------------------------------|-----------------------------------|
| Customer Reference Number: | | | |
| Customer Given Name: | | Surname: | |
| Gender: | <input type="checkbox"/> Female | <input type="checkbox"/> Male | Date of Birth: ____ / ____ / ____ |
| Address: | | | |
| Suburb: | | State: | Postcode: |
| Phone: | | Email Address: | |

| | |
|------------------------|--|
| PAYMENT DETAILS | For the total amount billed for the specified period for this and any other subsequent agreements or amendments including associated fee/charges as detailed |
|------------------------|--|

| | | | |
|---|--------------------------------------|--|--|
| Recurring Payment Amount: | | First Payment Date: ____ / ____ / ____ | |
| Payment Frequency: | <input type="checkbox"/> Fortnightly | | |
| This is an ongoing Agreement - with a commitment Term of 4 weeks (or 2 debit cycles) | | | |
| Cooling off period: ____ / ____ / ____ to ____ / ____ / ____ | | | |
| Joining Fee: | | Admin Fee: | |
| Direct Debit Transaction Fee: | | Credit Card Transaction Fee: | |
| Other Fees Payable: Failed Debit / Reversal Fee: \$15.00 / Minimum Commitment Cancellation Fee: \$15.00 | | | |

TOTAL VALUE OF AGREEMENT:

BANK ACCOUNT AUTHORIZATION

| | |
|--------------------------------|-----------------|
| Name of Financial Institution: | |
| Account Name: | |
| BSB Number: | Account Number: |

I/We authorize DebitSuccess Pty Ltd, ACN 095 551 581, APCA User ID Number 184534 to debit my/our account at the Financial Institution identified here through the Bulk Electronic Clearing System (BECS). This authorization is to remain in force in accordance with the above terms and conditions and I/We have read and agree to be bound by these said terms and conditions.

CREDIT CARD

| | | | |
|----------------------------------|---------------|-------------------------------|-------------------------------------|
| Please charge my payments to my: | | <input type="checkbox"/> Visa | <input type="checkbox"/> MasterCard |
| Card Number: | - | - | - |
| Expiry Date | Name on Card: | | |

LEGAL STATEMENT

My membership is by periodic billing.

Authorizing Signature: _____ Date: ____ / ____ / ____

I acknowledge that unless I provide written notice of termination of my membership prior to the end of the minimum period of my Periodic Billing Membership Contract, my membership fees will continue to be deducted until 14 days after I provide written notice of termination to the Facility. I understand that the Facility must respond to its receipt of a written termination notice within 7 days.

Authorizing Signature: _____ Date: ____ / ____ / ____

SIGNATURE

This Authorization is to remain in force in accordance with the Terms and Conditions on this Direct Debit Request, the provided DDR Service Agreement, and I/we have read and understand the same.

Authorizing Signature: _____ Date: ____ / ____ / ____

TERMS AND CONDITIONS

DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving DebitSuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

INITIAL TERMS

I/We authorise DebitSuccess Pty Limited (ACN: 095 551 581) APCA User ID 184532 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

RELATIONSHIP

I/We acknowledge that DebitSuccess is acting as an agent of the Business and that DebitSuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

CLEARED FUNDS

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by, and at all times on, the due date of the payment ("Day to Debit") to enable the direct debit to be honoured on the Day to Debit. 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 when the debit is attempted, I/we agree that I/we will be responsible for any fees and charges that may be charged by my/our Financial Institution.

VARIATIONS TO DEBIT TERMS

I/We authorise the Business to vary the amount of the payments from time to time as provided for within the agreement with the Business. I/We authorise DebitSuccess to vary the amount of the payments upon instructions from the Business. I/We do not require DebitSuccess to notify me/us of such variations to the debit amount.

I/We acknowledge that variations to the debit arrangement will be directed to the Business.

I/We acknowledge that DebitSuccess/Business is to provide 14 days' notice if proposing to vary the terms of the debit arrangements otherwise than in accordance with an agreed payment schedule.

I/We acknowledge that my/our requests to vary, defer or stop the debit arrangement will be directed to the Business.

CANCELLING THESE DEBIT TERMS

I/We understand that I/we are able to cancel this DDR by requesting this of the Business or the Financial Institution, and I/we acknowledge that cancellation of the authority to debit my/our account will not terminate my/our agreement with the Business or remove my/our liability to make the payments I/we have agreed to.

DISHONOURED PAYMENTS

I/We acknowledge that:

- if a debit is returned by my/our Financial Institution as unpaid, I/we will be responsible for any fees and charges for each unsuccessful debit in addition to any Financial Institution charges and collection fees, including and not limited to any fees of solicitors and collection agents appointed by DebitSuccess; and
- DebitSuccess may attempt to re-process any unsuccessful payments as advised by the Business and/or add such unsuccessful payment to any future payments.

ACCURACY OF INFORMATION

I/We acknowledge that it is my/our responsibility to ensure that the details entered on the DDR Authorisation Form are correct and that DebitSuccess is not liable to the extent that any such details are wrong and this causes a required payment to be missed. In addition, where I/we are paying the required payments by credit card and have entered the details of the credit card on the DDR Authorisation Form, I/we agree that DebitSuccess may continue to debit from a credit card in accordance with the terms of this Agreement to the extent that the credit card has expired, and that it is wholly my/our responsibility to provide details of a replacement credit card to DebitSuccess via the Business.

DISPUTES

I/We acknowledge that any disputed debit payments will be directed to the Business. If no resolution is forthcoming, I/we understand that I/we are to contact the Financial Institution.

OTHER AUTHORISATIONS I/We authorise:

The Debit User to verify details of my/our account with my/our Financial Institution; and

The Financial Institution to release information allowing the Debit User to verify my/our account details.

INFORMATION SECURITY

DebitSuccess agrees that it will make reasonable efforts to keep any of your information contained in the DDR (including account details) and any other information that we have about you confidential and secure, and will 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.

DebitSuccess will only disclose information that we have about you:

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

Should you have any queries in relation to these terms and conditions contact

DebitSuccess Pty Ltd.

PO Box 577, Mt Waverley, Vic, 3149

Phone: 1800 148 848

