

DIRECT DEBIT TERMS AND CONDITIONS – SWIM SCHOOL

Learn to Swim Direct Debit payments are ongoing, until the responsible person cancels their booking in accordance with the conditions contained in this agreement

DIRECT DEBIT PAYMENT

DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT – BANK ACCOUNTS

Direct debit is an automatic deduction from a bank account.

Direct debit through BECS is not available on all accounts. The responsible person is advised to check, with their financial institution, their account details before completing the DDR. The direct debit takes place each Monday on a fortnightly basis.

If the due date for a payment falls on a public holiday, the payment will be processed on the next working day.

It is the responsibility of the responsible person to have sufficient clear funds in the relevant account, by the due date, to allow for the payment of debit items according to the DDR.

For returned unpaid transactions the following policy will apply:

- DKHAC will advise you via Email, SMS, Phone Call or combination of methods.
- All bank charges levied to The Doone Kennedy Hobart Aquatic Centre for the returned transaction will be charged to the responsible person.
- The Doone Kennedy Hobart Aquatic Centre will attempt to collect the unpaid transaction along with bank charges of \$2.50 (inc. GST) in the subsequent direct debit run; alternatively the responsible person can settle the unpaid transaction prior to the next direct debit run at the Customer Service Desk – The Doone Kennedy Hobart Aquatic Centre.
- Should the unpaid transactions be returned for a second time, the Learn to Swim booking and centre access will be suspended until all money owed is paid, including the unpaid transaction, bank fees and the applicable Direct Debit Default Fee as set out in the Hobart City Council Fees and Charges Booklet.
- DKHAC reserves the right to cancel this agreement without notice and commence proceedings for the outstanding amount in accordance with standard HCC debt management processes. These processes may include referral of the debt to a third party collection service.

The responsible person will be advised 14 days in advance of any changes to the direct debit arrangements.

Learn to Swim Direct debit pay for their lessons in advance.

Direct Debit is an ongoing booking that does not have an expiry date and bank account deductions will be maintained unless the responsible person provides authorisation to cancel the direct debit. Please note that lessons falling on Public Holidays will not be charged for and the debit amount will be amended accordingly.

To cancel a direct debit booking the responsible person must complete a Swim School Withdrawal Form, and lodge it with The Doone Kennedy Hobart Aquatic Centre no later than 14 days prior attending the students final lesson. After lodging you will be provided a duplicate copy of this form for your records - cancellations cannot be accepted by telephone. Cancellation forms received less than 14 days prior to the last lesson will be debited until the 14 days ceases.

The cancelled Learn to Swim booking will remain current until the end of the paid in advance component of the booking.

Learn to Swim Direct Debit cancellations are not entitled to a refund or credit for unused suspension days.

If you believe that a direct debit transaction has been incorrectly debited to your account, please contact The Doone Kennedy Hobart Aquatic Centre in the first instance. The Doone Kennedy Hobart Aquatic Centre will undertake to investigate any dispute and advise you of the outcome.

All records and account details will be kept private and confidential to be disclosed only at the request of the responsible person or Financial Institution. The Financial Institution may require such information to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit.

DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT – CREDIT CARDS

Direct debit is an automatic deduction from a credit card (Visa or Mastercard Only).

The direct debit takes place each Monday on a fortnightly basis.

If the due date for a payment falls on a public holiday, the payment will be processed on the next working day.

It is the responsibility of the responsible person to have sufficient clear funds in the relevant account, by the due date, to allow for the payment of debit items according to the DDR.

For returned unpaid transactions the following policy will apply:

- DKHAC will advise you via Email, SMS, Phone Call or combination of methods.
- All bank charges levied to The Doone Kennedy Hobart Aquatic Centre for the returned transaction will be charged to the responsible person.
- The Doone Kennedy Hobart Aquatic Centre will attempt to collect the unpaid transaction along with bank charges of \$2.50 (inc. GST) in the subsequent direct debit run; alternatively the responsible person can settle the unpaid transaction prior to the next direct debit run at the Customer Service Desk – The Doone Kennedy Hobart Aquatic Centre.
- Should the unpaid transactions be returned for a second time, the Learn to Swim booking and centre access will be suspended until all money owed is paid, including the unpaid transaction, bank fees and the applicable Direct Debit Default Fee as set out in the Hobart City Council Fees and Charges Booklet.
- DKHAC reserves the right to cancel this agreement without notice and commence proceedings for the outstanding amount in accordance with standard HCC debt management processes. These processes may include referral of the debt to a third party collection service.

You will be advised 14 days in advance of any changes to the direct debit arrangements.

Learn to Swim Direct debit pay for their lessons in advance.

Direct Debit is an ongoing booking that does not have an expiry date and bank account deductions will be maintained unless the responsible person provides authorisation to cancel the direct debit. Please note that lessons falling on Public Holidays will not be charged for and the debit amount will be amended accordingly.

To cancel a direct debit booking the responsible person must complete a Swim School Withdrawal Form, and lodge it with The Doone Kennedy Hobart Aquatic Centre no later than 14 days prior attending the students final lesson. After lodging you will be provided a duplicate copy of this form for your records - cancellations cannot be accepted by telephone. Cancellation forms received less than 14 days prior to the last lesson will be debited until the 14 days ceases.

The cancelled Learn to Swim booking will remain current until the end of the paid in advance component of the booking.

Learn to Swim Direct Debit cancellations are not entitled to a refund or credit for unused suspension days.

If you believe that a direct debit transaction has been incorrectly debited to your account, please contact The Doone Kennedy Hobart Aquatic Centre in the first instance. The Doone Kennedy Hobart Aquatic Centre will undertake to investigate any dispute and advise you of the outcome.

All records and account details will be kept private and confidential to be disclosed only at the request of the responsible person or Financial Institution. The Financial Institution may require such information to be provided in the event of a claim or relating to an alleged incorrect or wrongful debit.