



Royal Prince Alfred Yacht Club Direct Debit Request Form

AUTHORISATION AGREEMENT

NEW AGREEMENT

Updating details for existing agreement

Please read the Conditions (over page) and return completed Direct Debit Request form in person to Reception or by email to accounts@rpayc.com.au

Once we have received and processed your form, the first direct debit will apply on the 20th of the month for the account/s nominated below.

YOUR DETAILS (Master Account)

Member Number		Member Name	
Additional linked Member Details to be included in this Direct Debit Authority			
Member Number		Member Name	
Member Number		Member Name	
Member Number		Member Name	

CHARGES TO BE DIRECT DEBITED – please select one

FULL ACCOUNT <ul style="list-style-type: none">All fees & charges for monthAnnual membership paid as lump sum at commencement of Club year (May)	SUBS INSTALMENTS PLUS ALL CHARGES <ul style="list-style-type: none">All fees & charges for monthAnnual membership paid in 12 x monthly instalments	SUBS INSTALMENTS ONLY <ul style="list-style-type: none">Annual membership paid in 12 x monthly instalmentsAll other fees & charges NOT included in direct debit
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PAYMENT DETAILS – please select one

BANK ACCOUNT	CREDIT / DEBIT CARD
Financial Institution:	Name of Cardholder:
BSB: <input type="text"/>	Card No: <input type="text"/>
Account No: <input type="text"/>	Card Expiry: <input type="text"/> (MM / YY)
Account Name:	Card type: Visa Mastercard

AUTHORITY

I/we authorise and request The Royal Prince Alfred Yacht Club Ltd ABN 50 506 904 724, to arrange for monthly fees payable in relation to the Member account/s nominated above to be debited from the nominated bank account or credit card listed above. This authority will stand in respect of the specified card and in respect of any card issued to me in renewal or replacement.

I/we agree to the terms of the Direct Debit Conditions (over page).

Signature 1:		Signature 2:	
Print Name:		Print Name:	
Date:		Date:	

IMPORTANT – Please ensure that all signatures required on the bank account are included

Office use only	Date Form received:	Via: <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> In Person
<input type="checkbox"/> Processed in MSL	<input type="checkbox"/> Processed in Payway	<input type="checkbox"/> Instalments set up - Y / N <input type="checkbox"/> Confirmation email
Processed by:	Name:	Date:



Direct Debit Service Agreement

OUR COMMITMENT TO YOU

This document outlines our service commitment to you in respect of the Direct Debit Request (DDR) arrangements made between The Royal Prince Alfred Yacht Club and yourself. It sets out our commitment to you, your rights and responsibilities, together with where you should go for assistance.

INITIAL TERMS OF THE ARRANGEMENT

12 x Monthly Subscription Instalments

If you have opted to pay by monthly instalments, in terms of the DDR arrangement made between RPAYC and signed by you, we undertake to debit your nominated account for the agreed amount for the Monthly Subscription Fee instalments for the entire membership year (1 May to 30 April). Your Club membership will be automatically renewed 1 May each year unless you advise in writing to membership@rpayc.com.au at renewal time that you wish to terminate your Club membership. Please note fees are non-refundable.

Full Account

In terms of the DDR arrangement made between RPAYC and signed by you, we undertake to periodically debit your nominated account for the agreed amount for Club Fees and Charges.

DRAWING ARRANGEMENT

Drawing under this DDR arrangement will occur on the 20th day of each month. If any drawing falls due on a non-business day, it will be debited to your account on the next business day. Please note all Direct Debit details are securely held in Westpac Payway and not in the Club's Accounting system.

YOUR RIGHTS AND RESPONSIBILITIES

Changes to the Arrangement

If you need to make changes to the drawing arrangements, please email us at accounts@rpayc.com.au and include your membership number. All changes must be confirmed in writing at least 24 hours prior to the next scheduled drawing date (20th Day of each month).

Changes may include:

- Changes to your bank account or credit card details
- Expiry date changes on renewal of your credit card

Enquiries

Direct all enquiries to us, rather than to your financial institution at least 14 working days prior to the next scheduled drawing date. All communication addressed to us should include your member number.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from your nominated account.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Accounts Department on 9998 3700 or accounts@rpayc.com.au during business hours Monday to Friday.

If you do not receive a satisfactory response from us in regard to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- within 7 business days (for claims lodged within 12 months of the disputed drawing) or
- within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your Commitment to Us

It is your responsibility to ensure that:

- your nominated account can accept direct debits (your financial institution can confirm this);
- on the drawing date there are sufficient cleared funds in your nominated account; and
- you advise the Club in writing if the nominated account is transferred, closed or other details have changed.

If your drawing is returned or dishonoured by your financial institution we will notify you by phone, email or mail and request immediate payment of your account. A \$22.00 inclusive of GST dishonour/administration fee in respect of the above will be charged to your account.