



## DIRECT DEBIT REQUEST – OPT OUT AGREEMENT

ABN: 97 944 298 310

New Member       Direct Debit Details Update       Upgrade

### CUSTOMER DETAILS

Membership Number (OFFICE USE ONLY):

Surname:  First Name:

### DEBIT ARRANGEMENT

**OPT OUT AGREEMENT**

ANU STUDENT     STAFF / ALUMNI     CLUBS     AFFILIATE     GENERAL  
 FULL     OFF PEAK

First debit date:

Debit the amount of: \$  From my nominated credit card

Debit frequency: Fortnightly, Thursday as per ANU Sport Debit Cycle  
 Duration: All Direct Debit contracts are a minimum of 2 PAYMENTS. Regular debits will continue after the first 2 payments until written notice of cancellation is provided to ANU Sport.

Pro-rata amount paid at time of joining: \$

### PAYMENT METHOD

Please charge my periodical payments to my (please tick one):     MasterCard     VISA

Card Number:  Expiry Date:

Name on Card (exactly how it appears on card):

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

Rejection Fee: ANU Sport charges a \$5.00 fee for all fortnightly credit card rejections.  
 Payment can be made to ANU Sport Customer Service, or it can be debited by ANU Sport.

### AUTHORISATION

This authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided Direct Debit Service Agreement and I/we have read and understand the same.

Nominated Credit Card Signature:  Date:

Membership Holder Signature:  Date:



## DIRECT DEBIT SERVICE AGREEMENT

ABN: 97 944 298 310

1. By signing the direct debit request, you have authorised ANU Sport to arrange for funds to be debited from your account.
  - 1.1 You should refer to the direct debit request and this agreement for the terms of the arrangement between yourself and ANU Sport.
  - 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request. The debit day will always fall on a Thursday and then every fortnight thereafter.
2. **Your Obligations**
  - 2.1 Minimum debits to be made on a Opt Out Membership will be two (2) consecutive debit payments.
  - 2.2 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.
  - 2.3 If there are insufficient funds in your account to meet a debit payment:
    - a. You will incur a fee of \$5.00 which was incurred by ANU Sport; and
    - b. You must arrange for the debit payment to be made by another method at your earliest convenience as you will not be allowed entry until the missed debit has been cleared.
  - 2.4 You should check your account statement to verify that the amounts debited from your account are correct.
3. If there is a public or bank holiday on the day of the debit, the process will be made on the next business day.
4. ANU Sport may vary any details of this agreement or change the amount agreed upon at any time by giving you at least 14 days' written notice.
5. **Changes by you**
  - 5.1 If you wish to stop your debit payments, you must notify ANU Sport in writing at least 14 days before the next debit day.
  - 5.2 The debits **will** continue until you advise us to stop the debits against your account. You can stop this process at any time after at least 2 debits have been achieved.
  - 5.3 You must notify us immediately if you fall out of the membership category you are in. Membership rates are based on your current situation.
  - 5.4 You must be an ANU Student to be allowed to hold an ANU Sport Student Gym Membership
6. **Dispute**
  - 6.1 If you believe that there has been an error in debiting your account, you should notify ANU Sport directly on 6125 2273 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
  - 6.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging a transfer of funds back to your nominated account through a 'Refund Request'.
  - 6.3 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.
  - 6.4 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 you and ANU Sport.
7. **Accounts**
  - 7.1 You should check:
    - a. your account details which you have provided to ANU Sport are correct
    - b. Any changes to your credit card (Cancellations / New card) is your responsibility to advise us before a direct debit run is made.
    - c. A new Direct Debit Request form will need to be completed if any changes to your credit card have been made.
8. **Confidentiality**
  - 8.1 We will keep any information (including your account details) in your direct debit request confidential.
  - 8.2 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.