

Learn to Swim Credit Card Authority

Customer Authority

I
Name of Responsible Adult/s of Swim School Student

authorise and request the **City of Launceston**, trading as the Launceston Leisure and Aquatic, until further notice in writing, to charge my credit card automatically.

Payment Details

This authority allows the debiting of amounts payable by the Customer under the Agreement between the Customer and the Launceston Leisure and Aquatic.

The payment is for Launceston Leisure and Aquatic Swim School Student ID:

I/We request that you debit my/our account in accordance with our Agreement and subject to one or more of the following conditions:

Frequency of debit Fortnightly Commencing on

I agree for the Pro rata amount of _____ to come out of my account: Yes No

Customer Authorisation

This authority replaces all previous authorities and remains valid until written notice is given.

Card Holders Signature Date

Contact No. H/B Mobile

Email:

Details of the Credit Card to be Charged (all details must be provided)

Card Type: MasterCard Visa

Card Holder:

Card Number:

Expiry:

Credit Card Service Level Agreement

- 1 By signing the authority, you authorise us to charge your credit card in accordance with the Agreement.
- 2 We will advise you 14 days in advance of any changes to the authority.
- 3 For all matters relating to the authority, including cancellation, alteration or suspension of charges, or to investigate or dispute a previous charge, you should:
Call Launceston Leisure and Aquatic on (03) 6323 3636;
or
Visit Launceston Leisure and Aquatic at 18A High Street Launceston;
or
Send written correspondence to Launceston Leisure and Aquatic PO Box 396, Launceston TAS 7250;
or
Email info@launcestonaquatic.com.au
- (a) **And**
Allow for 14 days for the amendments to take effect or to respond to a dispute.
If our investigations show that your Account has been incorrectly charged, we will arrange for the charge to be refunded accordingly. We will also notify you in writing of the amount that has been adjusted. If our investigations show that your Card has been correctly debited, we will respond to your query by providing you with reasons and copies of any evidence for this finding.
If we cannot resolve the matter, you can still refer it to the card provider, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
- 4 It is your responsibility to ensure that:
(a) sufficient cleared funds are available when the payments are to be charged;
(b) the authorisation to charge the Card is in the same name as the Card Holder;
(b) suitable arrangements are made if the Card is cancelled :
- by yourself;
- by the card provider; or
- For any other reason.
- 5 If the due date for payment falls on a day other than a Banking Business Day, the payment will be charged on the next Banking Business Day..
- 6 For rejected charges the, the following procedures or policies will apply:
(a) we treat the payment as if it was never made;
(b) services may be suspended until the outstanding charges are paid; and/or
(c) A fee may be applied for charges that are declined. We reserve the right to cancel the authority at any time if charges are rejected.
- 7 All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful debit or otherwise as required by law.

Definitions

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this DDRSA and:

Account means the account nominated in the Direct Debit Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

Agreement means the Terms and Conditions, including the Schedules to those Terms and Conditions, as amended from time to time;

Authority means the Credit Card charge authority between us and you as amended from time to time;

Card is the credit card to which this authority applies;

Card Provider is the credit card provider that supplied your credit card. ;

We means the City of Launceston trading as Launceston Leisure and Aquatic; and

You mean the Customer/s who signed the authority.

Personal Information Protection Statement

1. Personal information is managed in accordance with the Personal Information Protection Act 2004 and may be accessed by the individual to whom it relates, on request to the City of Launceston.

2. Information can be used for other purposes permitted by the Local Government Act 1993 and regulations made by or under that Act, and, if necessary, may be disclosed to other public sector bodies, agents or contractors of the City of Launceston, in accordance with Council's Personal Information Protection Policy (17-Plx-005).

3. Failure to provide this information may result in your application not being able to be accepted or processed.