

## DLSA DIRECT DEBIT CALCULATION SHEET D3

- \* Use this sheet in conjunction with the DLSA DIRECT DEBIT REQUEST form to calculate your monthly direct debit.
- \* DLSA Direct Debit accounts will be debited between the 1st & 7th of each month.
- \* This equates to an 12 month billing period and will cover your swimming fees for all Perpetual Programs bookings.
- \* You must read, sign & agree with the DIRECT DEBIT REQUEST FORM D1, the SERVICE AGREEMENT D2 & initial each of the IMPORTANT POINTS listed on form D5 before your direct debit can be processed.
- \* The Family Discount Rate applies to the 3rd + swimmer/swimmers only.
- \*\*\* If you have swimmers in both the LTS and Squad Programs, all LTS bookings must be entered before calculating the family discount rate on the Squad Program swimmer/swimmers.

NUMBER OF SWIMMERS	* For the purpose of this form, all levels from Mums & Bubs to Pre Mini are classed as LTS * Mini, Junior and Fitness, Jnr & Snr Dev Squads are classed as Squad.	FILL OUT SECTION
<b>1</b>	DO YOU HAVE 1 CHILD IN THE LTS PROGRAM SWIMMING EACH WEEK?	<b>A</b>
	DO YOU HAVE 1 CHILD IN THE SQUAD PROGRAM SWIMMING EACH WEEK?	<b>B</b>
<b>2</b>	DO YOU HAVE 2 CHILDREN SWIMMING IN THE LTS PROGRAM EACH WEEK?	<b>A</b>
	DO YOU HAVE 2 CHILDREN SWIMMING IN THE SQUAD PROGRAM EACH WEEK?	<b>B</b>
	DO YOU HAVE 1 CHILD SWIMMING IN LTS PROGRAM AND 1 CHILD IN THE SQUAD PROGRAM EACH WEEK?	<b>A THEN B</b>
<b>3+</b>	DO YOU HAVE 3 CHILDREN SWIMMING IN THE LTS PROGRAM EACH WEEK?	<b>A THEN C</b>
	DO YOU HAVE 3 CHILDREN SWIMMING IN THE SQUAD PROGRAM EACH WEEK?	<b>B THEN D</b>
	DO YOU HAVE 1 OR 2 CHILDREN IN THE LTS PROGRAM WITH 1+ CHILD/REN IN THE SQUAD PROGRAM?	<b>A THEN D</b>

SECTION A: INFANTS TO PREMINI - 12 Debit Months for 49 wks of lessons <b>1st &amp; 2nd CHILD ONLY</b>	TOTAL SECTION A
<b>TOTAL DIRECT DEBIT/MONTH/CHILD - JAN TO DEC</b>	
\$ <b>79.63</b> 1 LESSON PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>132.72</b> 2 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>172.53</b> 3 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	

SECTION B: SQUAD - 12 Debit Months for 49 weeks of squad <b>1st &amp; 2nd CHILD ONLY</b>	TOTAL SECTION B
<b>TOTAL DIRECT DEBIT/MONTH/CHILD - FEB TO DEC</b>	
\$ <b>71.46</b> 1 LESSON PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>119.10</b> 2 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>154.83</b> 3 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	

SECTION C: INFANTS TO PRE MINI - FAMILY DISCOUNT <b>3rd + CHILD ONLY</b>	TOTAL SECTION C
<b>TOTAL DIRECT DEBIT/MONTH/CHILD - JAN TO DEC</b>	
\$ <b>62.11</b> 1 LESSON PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>105.51</b> 2 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>141.24</b> 3 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	

SECTION D: SQUAD - FAMILY DISCOUNT <b>3rd + CHILD ONLY</b>	TOTAL SECTION D
<b>TOTAL DIRECT DEBIT/MONTH/CHILD - FEB TO DEC</b>	
\$ <b>55.74</b> 1 LESSON PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>64.69</b> 2 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	
\$ <b>123.85</b> 3 LESSONS PER WEEK <b>X</b> _____ SWIMMERS      =      \$ _____ :	

\*\*\* All LTS bookings must be entered before calculating the Squad family discount rate.

	<b>TOTAL DIRECT DEBIT</b>
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Toowoomba's Premier Swim School

## DLSA Direct Debit Important Points D5

*Quick, convenient & great value for money!*

Dear DLSA Direct Debit customer,

Below are a number of **important points** you need to be aware of when joining Direct Debit with DLSA:

**\*\*\*PLEASE TICK & SIGN\*\*\***

- Pro Rata, what is this?** Pro Rata is a once off payment payable by you over the counter. This is for lessons that will be swum in the month prior to your first debit coming out of your account. - Please check with Admin to find out your Pro Rata fee once your booking is made
- Minimum Monthly Commitment** – Direct debit is designed for year round swimming and ease of payment which is why a minimum **6 month** commitment is required.
- Date of Debit** – Debits are drawn from your account between the **1<sup>st</sup> to 7<sup>th</sup> of each month (monthly DD)** or between **1<sup>st</sup> to 7<sup>th</sup> and 15<sup>th</sup> to 22<sup>nd</sup> of each month (fortnightly DD)** please ensure there are sufficient funds to cover your debit to avoid bank charges.
- Change of details** – Please advise us of any changes to your bank details including credit card expiry dates.
- Direct Debit Rejection** – There will be a \$5.50 administration fee charged to your account should we receive a rejection when performing a direct debit from your nominated account.
- Continual Rejection** – Should we receive three (3) direct debit rejections in a row we reserve our right to cancel the direct debit agreement and all outstanding fees will be charged at full lesson rate.

**These points are all included in and explained in more detail on the DD Request (D1) and DD Service Agreement (D2) that you must read and sign.** All relevant direct debit forms (D1, D2 & D5) must be completed before your direct debit can be processed.

Please do not hesitate to either give me a call or email on/at 1300 885 667 or [swim@dlsa.com.au](mailto:swim@dlsa.com.au) at any time to discuss any questions you may have prior to commencing Direct Debit.

Full Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Dated: \_\_\_\_\_



# Direct Debit Request D1

Request and Authority to debit the account named below to pay the  
**DARREN LANGE SWIMMING ACADEMY**

<b>Request and Authority to debit</b>	<b>Surname</b> _____ <b>Given Names</b> _____ (“you”) <b>Email</b> _____ <b>Mobile</b> _____  I/We request and authorize Darren Lange Swimming Academy PAYRIX 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 to the Payment Arrangements stated on this form and this Direct Debit request and as per the Darren Lange Direct Debit Service Agreement and the PAYRIX Service Agreement. I/ We have read and agree to be bound by these said terms and conditions.
<b>Acknowledgment</b>	By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and the <i>DARREN LANGE SWIMMING ACADEMY</i> as set out in this Request and in your Direct Debit Request Service Agreement.
<b>Payment Details</b>	The maximum amount to be debited at any one time is:  \$ _____ <i>Use the Direct Debit monthly calculator to obtain total amount, then round up to the nearest 10 cent. *PLUS a 10% variance for software rounding and/or pricing increase.</i>  Amount in Words: _____

## DIRECT DEBIT – TERMS AND CONDITIONS

### Perpetual Lessons

- In partaking in the direct debit system, I understand and acknowledge that we intend to partake in perpetual/year round lessons.
- Perpetual lessons will automatically transfer from one program to the next.
- Perpetual lessons may need to be changed from time to time. I understand that my perpetual lesson can be changed after receiving a verbal notification from the DARREN LANGE SWIMMING ACADEMY of not less than 7 days.
- Perpetual Program lessons do not include any bookings made into Holiday Programs and/or Booster Block Programs. These bookings will be charged at the standard lesson rate and are NOT included in my direct debit payments.
- Make-ups for missed lessons are available in accordance with the DLSA Make-up Policy.
- I can cancel out of the perpetual lessons after giving 14 days written notice to the DARREN LANGE SWIMMING ACADEMY.
- I can suspend my lessons for up to 2 weeks at any one time at the end of which point we will recommence debiting.
- Notice in writing must be received not less than 14 days prior to the direct debit draw date if you wish to suspend your booking and a SUSPENSION OF DIRECT DEBIT form must be completed. Any suspension notifications received less than 14 days before a direct debit draw date will be processed as normal for that month.
- A holding fee of \$5.00 per lesson per child will be payable for any suspended lessons. This fee is payable upon receipt of suspension notification and is not payable through your direct debit facility.
- Notice in writing must be received in writing not less than 14 days prior to the direct debit draw date if you wish to cancel your booking and a CANCELLATION OF DIRECT DEBIT form must be completed. Any cancellation notifications received less than 14 days before a direct debit draw date will be processed as normal for that month.

### Payments

- Debited funds will be drawn from your account 1st to 7th of each month (monthly DD), or 1st to 7th and 15th to 22nd (fortnightly DD) January to December.
- Renewals are not necessary, as the booking has no expiry date.
- The minimum booking/direct debit period is 6 months.
- \*I authorise for the direct debit amount to vary by up to 10% to cater for software rounding issues and/or standard price increases. You will be notified of any standard price increase in writing, not less than 2 weeks before the next debit run.
- A pro-rata lesson fee will be charged for all lessons booked before the 1st direct debit payment period. This payment is required at the time of booking 'over the counter' and is not added to you direct debit amount.

### Fees & Charges

- I understand that I am responsible for any extra fees and charges that may be incurred by the DARREN LANGE SWIMMING ACADEMY in the event that there are insufficient funds available in my designated bank account and I will reimburse said fees and charges to the DARREN LANGE SWIMMING ACADEMY within 14 days of receiving notification of the amounts.

I have read, understood and agreed to the terms and conditions both set out above and listed in the DLSA Direct Debit Service Agreement (D2), DLSA DD Important Points (D5) and the PAYRIX DDR Service Agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Print: \_\_\_\_\_

*If you do not understand any of the above please seek clarification from our friendly customer service staff.*



# Direct Debit Service Agreement D2

## Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct debit request means the Direct Debit Request between us and you (and includes any form PD\_C approved for use in the transitional period)

Transitional Period means the period commencing on the industry implementation date for Direct Debit Requests (31 March 2000) and concluding calendar months from that date.

Us or we means DARREN LANGE SWIMMING ACADEMY, (the Debit User) you have authorised by signing a direct debit request.

You means the customer who signed the direct debit request.

Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

## 1. Debiting your account

1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day.  
If you are unsure about which day your account has or will be debited you should ask your financial institution.

## 2. Changes by us

2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

## 3. Changes by you

3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request by contacting us in person at the DLSA office.

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 14 days before the next debit day. This notice should be given to us in the first instance.

3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 days notice in writing before the next debit day. This notice should be given to us in the first instance.

## 4. Your obligations

4.1 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.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

(a) you may be charged a fee and/or interest by your financial institution;

(b) you will incur fees or charges imposed or incurred by us; and

(c) you must arrange for the debit payment to be made by another method within 7 (seven) days of notification of the amount due.

4.3 You should check your account statement to verify that the amounts debited from your account are correct

4.4 If the Darren Lange Swimming Academy is liable to pay goods and services tax ("GST") on a supply made in connection with this agreement, then you agree to pay the Darren Lange Swimming Academy on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

- 5 Dispute**
- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 1300885667 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 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.
- 5.4 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 us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.
- 6. Accounts**
- You should check:
- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.
- 7. Confidentiality**
- 7.1 We will keep any information (including your account details) in your direct debit request confidential. 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.
- 7.2 We will only disclose information that we have about you:
- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).
- 8. Notice**
- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to **DIRECT DEBIT, DLSA, PO BOX 9010, TOOWOOMBA QLD, 4350**.
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received on the third banking day after posting.

I, \_\_\_\_\_ (Print Full Name) have read and agree to the terms and conditions set out by DLSA, to partake in direct debit payments to be taken from my nominated account as payment of swimming lessons to DLSA.

I have read, signed and agree with forms D1, D2, D5 and the PAYRIX DDR Service Agreement.

*(If you have not been given any of these forms please contact our Admin Team at your earliest convenience)*

Signed: \_\_\_\_\_

Dated: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Cust: Ref #:	Given Name:	Surname:	(Or Company Name)
Address:	Street Name Number, City, State P/code		
Telephone:	Mobile	Work Phone	Home Phone
Email:			

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

I/We authorise and request Payrix Australia Pty. Ltd. to debit payments from my/our account as specified below at intervals and amounts as directed by Darren Lange Swimming Academy as per the terms and conditions of my agreement with Darren Lange Swimming Academy and in accordance with the Direct Debit Request and the Payrix DDR Service Agreement.

Data Storage & Compliance: (once only)	\$0.00	Transaction Fee (Bank Account):	\$0.88	Transaction Fee (Card Account):	Visa/MasterCard: \$0.33 plus 1.87%* Amex: N/A	Failed Payment Fee: (Added to next payment)	\$5.50
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\* Additional 1.10% for international cards

**BANK ACCOUNT AUTHORISATION** | Direct Debit is not available on the full range of accounts - if in doubt please refer to your financial institution

Financial Institution	Branch
BSB Number	Account Number   9 Digits MAX
Account Holder Name	

I / We authorise Payrix Australia Pty Ltd ABN 63 135 196 397, User ID 382220, to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance to the Payment Arrangements stated above and this Direct Debit request and as per the DDR Service Agreement provided.

**CREDIT CARD AUTHORISATION**

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

Number (as updated by me or my Financial Institution and notified to the Debit User)      Expiry Date

Name on Card (exactly how it appears on card)      M M / Y Y

This Authorisation 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.

AUTHORISING SIGNATURE      Date

X      D D / M M / Y Y Y Y

# DDR SERVICE AGREEMENT

## TERMS AND CONDITIONS

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with : Payrix and the Business. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form

I/We hereby authorise Payrix Australia Pty Ltd (ABN: 3 13 1 3 ) Direct Debit User ID 3 2220 to make periodic debits on behalf of the Business as indicated on the front of this Direct Debit Request (herein referred to as the Business)

I/We acknowledge that Payrix is acting as a Direct Debit Agent for the Business and that Payrix does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I/We acknowledge that Payrix and the Business will keep any information (including account details) contained in the Direct Debit Request confidential. Payrix and the Business 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.

We will only disclose information that we have about you:

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

I/We acknowledge that the debit amount will be debited from my/our account according to the Direct Debit Request, this Agreement and the terms and conditions of the agreement with the Business.

I/We acknowledge that bank account details have been verified against a recent bank statement to ensure accuracy of the details provided. If uncertain you should contact your financial institution.

I/We acknowledge that it is my/our responsibility to ensure that there is sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight; however transactions can take up to three (3) business days depending on your financial institution. 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, I/We agree that Payrix will not be held responsible for any fees and charges that may be charged by your financial institution.

I/We Acknowledge that there may be a delay in processing if:

- 1) There is a public or bank holiday on the day, or any day after the debit date
- 2) A payment request is received by Payrix on a day that is not a Banking Business Day
- 3) A payment request is received after normal operational hours, being 2.30pm Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise the Business to vary the amount of the payments from 7me to 7me as provided for within the Business agreement. I/We authorise Payrix to vary the amount of the payments upon instructions from the Business.

I/We do not require Payrix to notify me/us of such variations to the debit amount.

I/We acknowledge that the total amount billed will be for the specified period for this and/or subsequent agreements and/or amendments.

I/We acknowledge that the Business is to provide 1 days notice if proposing to vary the terms of the debit arrangements.

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

I/We acknowledge that any request to stop or cancel the debit arrangement will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business. If no resolution is forthcoming you are advised to contact your financial institution.

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 solicitor fees and collection agent fees appointed by Payrix.

I/We authorise Payrix to reprocess any unsuccessful payments as advised by the Business.

I/We acknowledge that if specified by the Business, a setup, variation, dishonour, SMS or processing fees may apply as instructed by the Business.

- I/We authorise:
- 1) The Debit User to verify details of my/our account with my/our financial institution
  - 2) The Financial Institution to release information allowing the Debit User to verify my/our account details.

Payrix Australia Pty Ltd

ABN: 3 13 1 3

P.O Box 2 0, Upper Mt GravaW, ueensland 122 Ph: 0 30 0

320 Fax: 0 33 3 0