

Swim Programs

Increase in Direct Debit Monthly Amount Form



Central Coast Council - Leisure and Pools

(Peninsula Leisure Centre, Gosford Olympic Pool, Toukley Aquatic Centre,
Lake Haven Recreation Centre and Wyong Olympic Pool)

Note: All information provided to Council is strictly confidential. Simply complete this form and return in person to the Peninsula Leisure Centre or Gosford Olympic Pool.

Current Personal Details

Parent First Name

Last Name

Contact Number

Swimmer's Name

Member ID - Office Use:

Change Program Levels Details

Current Level	New Level	Fee
Aqua Play 1 & 2	Mainstream (including - Aqua Play 3)	\$ _____
Mainstream (including - Aqua Play 3)	Squad	\$ _____

Adding a Second Lesson

Add second lesson	Direct Debit only	\$ _____
Current Level	Aqua Play / Mainstream	\$ _____
Total new direct debit amount		\$ _____

I/we authorise and request Central Coast Council Leisure and Pools (User ID 313292), to debit the additional fee until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account as previously advised. I/we agree to all terms and conditions as previously agreed to.

Signature

SIGN HERE

Date

D D M M Y Y

Swim Programs Enrolment Form

Direct Debit Agreement



Request for Direct Debit:

Central Coast Council - Peninsula Leisure Centre & Gosford Olympic Pool

Note: All information provided to Council is strictly confidential. Simply complete this form and return in person to the Peninsula Leisure Centre or Gosford Olympic Pool.

Direct Debit Request Service Agreement (DDRSA)

- By signing the Direct Debit Request, you authorise Central Coast Council Leisure & Pools (User ID 313292) to arrange for funds to be debited from your account in accordance with the agreement.
- We will advise you 14 days in advance of any changes to the Direct Debit Request.
- For all matters relating to the Direct Debit Request, including cancellation, alteration or suspension of drawing arrangements or to stop or defer a payment you should:
 - Contact Council in writing and address to Central Coast Council, Peninsula Leisure Centre or Gosford Olympic Pool, PO Box 21 Gosford NSW 2250, Telephone 4325 8123.
 - 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 debited, you will receive a refund of the drawing amount. If our investigations show that your Account 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 refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.
- You should be aware that:
 - direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - You should check your Account details (including the Bank State Branch (BSB) number) directly against a recent statement from your Financial Institution. If you are in any doubt, please check with your Financial Institution before completing the drawing authority.
- It is your responsibility to ensure that:
 - sufficient cleared funds are in the Account when the payments are to be drawn;
 - the authorisation to debit the Account is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;
 - suitable arrangements are made if the direct debit is cancelled:
 - by yourself;
 - by your Financial Institution; or
 - For any other reason.
- Payment due date is first business day of each month. If the due date for payment falls on a day other than a Banking Business Day, the payment will be debited to your account on the next Banking Business Day. If you are uncertain when the payment will be debited from your Account, please check with PLC on 4325 8123.**
- For returned unpaid transactions, the following procedures or policies will apply:
 - we treat the payment as if it was never made;
 - services may be suspended until the outstanding charges are paid; and/or
 - A dishonour fee in line with Council's current Fees and Charges may be applied to your account for drawings that are returned unpaid. We reserve the right to cancel the Direct Debit Request at any time if drawings are returned unpaid by your Financial Institution.
- 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 BPAY), including the Schedules to those Terms and Conditions, as amended from time to time;

Direct Debit Request means the Direct Debit Request between us and you as amended from time to time;

Financial Institution is the financial institution where you hold the account nominated in your Direct Debit Request as the account from which we are authorised to arrange for funds to be debited;

PLC means Peninsula Leisure Centre

GOP means Gosford Olympic Pool

We means Central Coast Council Leisure & Pools and

You mean the Customer/s who signed the Direct Debit Request.

Swim Programs Terms and Conditions

- Participation in activities at or organised by the Peninsula Leisure Centre (PLC) or Gosford Olympic Pool is at your risk. When you are (your child/ward is) at the PLC, GOP or involved in an activity not at the PLC or GOP but organised, approved or endorsed by PLC, GOP or Central Coast Council such involvement is at your own risk and you have no claim against PLC, GOP or Council for any personal injury or loss which arise.
- Staff will organise medical or hospital treatment as they see necessary for participants, visitors and spectators to the PLC or GOP. Council will not be responsible for any costs associated with medical treatment.
- Members must adhere to all By-Laws, regulations and signage relating to the PLC and GOP or membership rights may be withdrawn and the membership card reclaimed.
- Members must notify the Management of the PLC or GOP of any change to membership including personal details by completing a variation form. Changes to bank account details must be received by the 15th of the month to take effect for the next monthly deduction.
- Members must notify the PLC or GOP of cancellation of direct debit membership fifteen (15) days prior to the end of the month prior to cancellation taking effect, by completing a variation cancellation form. Cancellations not permitted on upfront Memberships and no refunds are available for unused portions of upfront memberships.**
- No refunds will be granted to members who do not comply with these terms and agreements.
- The Management of the PLC and GOP reserves the right to refuse or cancel the membership of any person in its absolute discretion.
- The PLC and GOP Management reserves the right to alter membership charges at any time, provided that notice of intention to alter the charges is notified to members fourteen (14) days prior to the alteration taking effect. Direct debit memberships are fixed for the first twelve (12) months.
- The Management of the PLC and GOP reserves the right to restrict or alter access (at any time without prior notice to the members), to any part of the PLC and GOP. Members are advised that the availability of some facilities shall be restricted during peak times. Please be advised the 25/50m pool will be regularly unavailable due to the hosting of many different events and activities.
- Should any question of interpretation or construction of these rules and regulations arise, then the decision of the Management of the PLC and GOP, in relation to that question shall be final, and no claim for compensation or damages or refund may be made by members against Central Coast Council and/or Management of PLC and GOP. Conditions of membership are subject to change, current conditions are available at centre reception, and current conditions will apply on all issues.
- Privacy & Personal Information Protection Act (PPIPA 1998). Personal information provided to Council is subject to this act. Such personal information will be used only to provide you with details about the centre and the activities that you have expressed an interest in via email, SMS or phone. Please advise if you do not want your details recorded for this purpose. All information provided to council is strictly confidential.
- Members are required to present their membership card at entry at all times. Membership Cards remain the property of the PLC and GOP, and may be withheld from un-financial members. Should a membership card be lost, a nominal charge of \$5.00 will be levied against the member for its replacement.