

Swim Programs Enrolment Form

Direct Debit Agreement



Request for Direct Debit: Central Coast Council - Leisure and Pools
(Peninsula Leisure Centre, Gosford Olympic Pool, Toukley Aquatic Centre and Wyong Olympic Pool)

Note: All information provided to Council is strictly confidential. Simply complete this form and return in person to Central Coast Council Leisure and Pools.

Parent / Guardian Details

First Name _____ Last Name _____

Street Address _____

Suburb _____ State _____ Postcode _____

Telephone (daytime) _____

Telephone (mobile) _____

Email _____

Emergency Contact Name (other than person bringing student/s to lesson) _____

Relationship _____

Emergency Contact Telephone _____

Is there an order that prevents the handing over of the child(ren) to a non-custodial parent?

Yes No

If yes please provide details _____

Student Details

Name _____ Date of Birth _____ Grade _____ Fee\$ _____

1 _____

2 _____

3 _____

Total \$ _____

Does your child(ren) have any medical condition or illness which may affect his/her health or safety whilst participating in our program?

Yes No

If yes please provide details _____

I hereby authorise the staff from CCCLP to organise medical or hospital treatment as they see necessary. Council will not be responsible for any costs associated with medical treatment.

I have read and understood the swim programs terms and conditions and accept the policies of the Central Coast Council swim programs.

Signature _____ Date _____

SIGN HERE D D M M Y Y

Membership Number 1 _____
2 _____
3 _____

Bank Account Details

Name of Financial Institution _____

Branch Name or Address (where account is held) _____

Name of Account Holder (exactly as on account) _____

Type of Account (Credit Card not accepted) _____

BSB Number _____ Account Number _____

Application Declaration

I/we authorise and request Central Coast Council Leisure & Pools (User ID 313292), until further notice in writing, to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the Financial Institution identified above as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request Agreement (DDRSA) as amended from time to time.

I/We will advise Council of the cancellation of this authority and will not hold the Council responsible for any action arising from my/our not doing so.

By signing this DDR I/we acknowledge that this direct debit arrangement and membership is governed by the terms of Authorisation as in the DDRSA attached to this request.

I/we request the Monthly Debit Fees of \$ _____ be debited from my/our account on the first business day of each month. First Deduction ____/____/____. At the commencement of the DDR membership a pro-rata of the monthly fee will be payable at the time of joining.

I/we understand that monthly memberships continue indefinitely – refer to cancellation policy and procedure on the reverse of this agreement

IMPORTANT

On the Due Drawing Date of each account, or in the event the due date for payment falls on a day other than a Banking Business Day, the payment will be debited from your account on the next Banking Business Day. Failure to have sufficient funds in your account may result in your bank charging you a dishonour fee in addition to Council's dishonour fee.

If this a joint account, both signatures are required.

I/we have read and accept the terms and conditions set out in the Direct Debit Request Service Agreement.

Signature _____ Date _____

SIGN HERE D D M M Y Y

Signature _____ Date _____

SIGN HERE D D M M Y Y

What motivated you to join? [tick all that apply]

I'm a previous member Word of mouth Radio

Email Mail Newspaper Social Media

In-house signage Outdoor advertising

Other _____

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Direct Debit Request Service Agreement (DDRSA)

- 1 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.
- 2 We will advise you 14 days in advance of any changes to the Direct Debit Request.
- 3 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:
 - (a) Contact Council in writing and address to Central Coast Council, PO Box 21 Gosford NSW 2250, telephone 4325 8123.
 - (b) 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.
- 4 You should be aware that:
 - (a) direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all accounts; and
 - (b) 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.
- 5 It is your responsibility to ensure that:
 - (a) sufficient cleared funds are in the Account when the payments are to be drawn;
 - (b) 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;
 - (c) suitable arrangements are made if the direct debit is cancelled:
 - by yourself;
 - by your Financial Institution; or
 - For any other reason.
- 6 **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 Council on 4325 8123.**
- 7 For returned unpaid transactions, 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 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.
- 8 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;

We means Central Coast Council Leisure & Pools and

TAC means Toukley Aquatic Centre

CCCLP means Central Coast Council Leisure & Pools, inclusive of PLC, GOP, TAC and WOP.

PLC means Peninsula Leisure Centre.

GOP means Gosford Olympic Pool.

TAC means Toukley Aquatic Centre.

WOP means Wyong Olympic Pool.

Swim Programs Terms and Conditions

- 1 Participation in activities at or organised by CCCLP is at your risk. When you are (your child/ward is) at CCCLP or involved in an activity not at the CCCLP but organised, approved or endorsed by CCCLP or Central Coast Council such involvement is at your own risk and you have no claim against CCCLP or Council for any personal injury or loss which arise.
- 2 Staff will organise medical or hospital treatment as they see necessary for participants, visitors and spectators to CCCLP. Council will not be responsible for any costs associated with medical treatment.
- 3 Members must adhere to all By-Laws, regulations and signage relating to CCCLP or membership rights may be withdrawn and the membership card reclaimed.
- 4 Members must notify the Management of CCCLP 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.
- 5 **Members must notify CCCLP 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.**
- 6 No refunds will be granted to members who do not comply with these terms and agreements.
- 7 The Management of the CCCLP reserves the right to refuse or cancel the membership of any person in its absolute discretion.
- 8 The Management of the CCCLP 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.
- 9 The Management of CCCLP reserves the right to restrict or alter access (at any time without prior notice to the members), to any part of the CCCLP. 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.
- 10 Should any question of interpretation or construction of these rules and regulations arise, then the decision of the Management of the CCCLP, 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 the CCCLP. Conditions of membership are subject to change, current conditions are available at centre reception, and current conditions will apply on all issues.
- 11 Privacy & Personal Information Protection Act (PIPAct 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.
- 12 Members are required to present their membership card at entry at all times. Membership Cards remain the property of CCCLP, 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.