Oasis Otters Swimming Club INC
C/O Dandenong Oasis
Corner Heatherton Road &
Cleeland Street
Dandenong, Vic 3175
Email: Oasisotters@gmail.com

Direct Debit Service Agreement

This is your Direct Debit Service Agreement with **Oasis Otters Swimming Club INC, User Id: 479679 ABN: 73 487 056 139**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.
Please keep this agreement 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 authorisation.

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.*
us or ***we*** means **Oasis Otters Swimming Club INC**, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.
you means the customer who has signed or authorised by other means the *Direct Debit Request.*
your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. Debiting your account

1.1 By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *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*.
or
We will only arrange for funds to be debited from *your account* if *we* have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.
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. Amendments 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. Amendments by *you*

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least **10 working days** notification by writing to: **Oasis Otters Swimming Club INC** By Email: Oasisotters@gmail.com ***Or*** arranging it through your own financial institution, which is required to act promptly on your instructions.

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 a missed payment fee of $5 for each transaction that fails due to insufficient funds
(b) *you* may also incur additional fees or charges imposed or incurred by *us;* and
(c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process
the *debit payment*.
4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct

5 Dispute

5.1 If you believe that there has been an error in debiting *your account, you* should notify us directly on **Oasis Otters Swimming Club INC** By Email: Oasisotters@gmail.com and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.

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 in writing.

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 **Oasis Otters Swimming Club INC** By Email: OasisOtters@gmail.com
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.

9. Suspensions

9.1 Requests for suspensions are to be submitted through the club website (Members section > Suspension). This is an online form that captures all the necessary information and is then sent directly to the relevant teams for processing when submitted.
9.2 Suspension requests require **2 weeks advance notice**.
9.3 Suspension requests are only accepted in 2-week blocks ie. 2, 4 or 6 weeks etc.
9.4 Past absences will not be approved or back paid.
9.5 For medical related suspensions: These do not require 2 weeks notice, but it will need to be in two week blocks and a medical certificate will need to also be provided. This will put the suspension policy here in line with what has been agreed with the committee and the website.