



**DIRECT DEBIT REQUEST – 12-MONTH MINIMUM AGREEMENT**

ABN: 97 944 298 310

- New Member       Direct Debit Details Update       Upgrade

**CUSTOMER DETAILS**

Membership Number:

Surname:       First Name:

**DEBIT ARRANGEMENT**

**12-MONTH MINIMUM AGREEMENT**

ANU STUDENT       STAFF / ALUMNI       CLUB       GENERAL  
 FULL       OFF PEAK

First debit date:

Debit the amount of: \$  From my nominated credit or debit card below.

Debit frequency: Fortnightly, Thursday as per ANU Sport Debit Cycle.  
 Duration: All Direct Debit contracts are a minimum of 12 months. Regular debits will continue after the first 12 months until written notice of cancellation is provided to ANU Sport.

Pro-rata amount paid at time of joining: \$

**PAYMENT METHOD**

Please charge my fortnightly payments to my (please tick one):       MasterCard       VISA

Card Number:       Expiry Date:

Name on Card (exactly how it appears on card):

By signing this form I/we authorise ANU Sport to debit payments from my specified Credit or Debit Card above, and I/we acknowledge that ANU Sport will appear as the merchant on my credit/debit card statement.

Early Exit Fee: Balance of contract.  
 Rejection Fee: ANU Sport charges a \$5.00 fee for all fortnightly debit rejections.  
 Payment of rejected debits and ensuing fees can be made to ANU Sport Reception in person or over the phone.

**AUTHORISATION**

This authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided Direct Debit Service Agreement and I/we have read and understand the same.

Nominated Card Holder Signature:       Date:

Membership Holder Signature:       Date:

**OFFICE USE ONLY:**

Reception staff  
 Received: \_\_\_/\_\_\_/\_\_\_ Signed: \_\_\_\_\_

Administration staff  
 Processed: \_\_\_/\_\_\_/\_\_\_ Signed: \_\_\_\_\_



## DIRECT DEBIT SERVICE AGREEMENT

ABN: 97 944 298 310

### 1. Debit process

By signing the direct debit request, you have authorised ANU Sport to arrange for funds to be debited from your nominated card.

- 1.1 You should refer to the direct debit request and this agreement for the terms of the arrangement between yourself and ANU Sport. These terms can also be found on the ANU Sport website at <https://www.anu-sport.com.au/fitness-centre/terms-conditions>.
- 1.2 ANU Sport will only arrange for funds to be debited from your card as authorised in the direct debit request. The debit day will always fall on a Thursday and then every fortnight thereafter.
- 1.3 If there is a public or bank holiday on the day of the debit, the debit will be processed on the next business day.
- 1.4 ANU Sport may vary any details of this agreement or change the amount agreed upon at any time by giving you at least 14 days' written notice.
- 1.5 Notwithstanding the above, all contracts are subject to annual price increases on the January 1<sup>st</sup> of each year.

### 2. Your obligations

- 2.1 All 12-month minimum direct debit memberships are ongoing contracts with a minimum term of 12-months.
- 2.2 It is your responsibility to ensure that there are enough funds available on your card to allow a debit payment to be made in accordance with the direct debit request and that your card details remain up to date.
- 2.3 If there are insufficient funds on your card to meet a debit payment or your card details are not current or accurate:
  - a. You will incur a rejection fee of \$5.00 which was incurred by ANU Sport; and
  - b. You must arrange for the debit payment to be made by another method at your earliest convenience as you will not be allowed entry until the missed debit has been cleared.
  - c. If multiple unpaid debits accumulate, your contact details may be passed on to a 3<sup>rd</sup> party for debt recovery.
- 2.4 You should check your card statement to verify that the amounts debited from your card are correct.
- 2.5 You must notify ANU Sport immediately if you fall out of the membership category you are in. Membership rates are based on your current situation.
- 2.6 You must be a current ANU Student to be allowed to hold an ANU Sport Student Gym Membership.

### 3. Changes by you

- 3.1 If you wish to stop your debit payment you must notify ANU Sport in writing in the form of a 'Cancellation of Direct Debit Request' form at least 14 days before the next debit day. Once this has been received by ANU Sport, it may take up to 14 days to be processed and you may be debited a pro-rata amount during this time.
- 3.2 Cancellation requests must be approved by ANU Sport management. Cancellations will not be approved where the member has outstanding fees owing on their membership.
- 3.3 After the 12-month minimum period has been exceeded, the debits **will** continue until you advise ANU Sport to stop the debits against your nominated card. You can stop this process at any time after the minimum period has been achieved, as outlined in section 3.1.
- 3.4 To cancel your membership prior to the minimum expiry, you must pay out the remaining portion of your membership. This refers to the amount that would have been paid through the debit process, had you reached your minimum term.
- 3.5 The failure to use the Fitness Centre does not entitle the member to a rebate or refund on any fees paid.
- 3.6 The failure to cancel an ongoing membership after the minimum contract period has passed does not entitle a member to a rebate or refund on any fees paid.
- 3.7 To suspend your membership, you must fill out a 'Suspension Request' form and pay a \$5 suspension fee. The full terms relating to debit membership suspensions can be found at <https://www.anu-sport.com.au/fitness-centre/terms-conditions>.

### 4. Dispute

- 4.1 If you believe that there has been an error in debiting your card, you must notify ANU Sport in writing by emailing [sport@anu-sport.com.au](mailto:sport@anu-sport.com.au). Should you wish to make a follow up phone call to ensure your email has been received, please call ANU Sport on 02 6125 2273.
- 4.2 If ANU Sport concludes as a result of the investigation that your card has been incorrectly debited, ANU Sport will respond to your query by arranging a transfer of funds back to your nominated bank account through a 'Refund Request'.
- 4.3 If ANU Sport concludes as a result of the investigation that your card has not been incorrectly debited, ANU Sport will respond to your query by providing you with reasons and any evidence for this finding.
- 4.4 Any queries you may have about an error made in debiting your card should be directed to ANU Sport in the first instance to ensure ANU Sport can attempt to resolve the matter as quickly as possible.

### 5. Payment method

- 5.1 You must ensure the card details you have provided to ANU Sport are correct. Please note that ANU Sport is only able to process debit payments from Credit or Debit VISA or MasterCard cards of 16 digits.
- 5.2 For any changes to your card details (Cancellations/New card), it is your responsibility to advise ANU Sport 14 days before a direct debit run is made. Failure to do so will result in the incursion of a \$5 rejection fee on your part, as outlined in section 2.3.
- 5.3 A new Direct Debit Request form will need to be completed if any changes to your card details have been made.

### 6. Confidentiality

- 6.1 ANU Sport will keep any information (including your card details) in your direct debit request confidential.
- 6.2 ANU Sport will make reasonable efforts to keep any such information that ANU Sport has about you secure and to ensure that all employees or agents of ANU Sport who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.