

Direct Debit Request (DDR)



Request and Authority to debit the account named below to pay **World Surfaris Pty Ltd APCA ID 406278**

Request and Authority to debit

Your Surname or
Company name

Your Given names or
ABN/ARBN "you"

request and authorise **World Surfaris P/L, APCA ID 406278** to arrange, through the Commonwealth Bank of Australia, a debit to your nominated account for the

Periodic
Amount \$

Frequency

(weekly, fortnightly, monthly)

or Agreed Invoice

Amount (tick if applicable)

amount specified above and at the frequency indicated.

This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Insert the name and address of financial institution at which your account is held

Financial institution
name

Financial institution
address

Insert details of account to be debited

Name/s on account

BSB number
(must be 6 digits)

Account number

Acknowledgement

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing debit arrangements between you and **World Surfaris P/L** as set out in this Direct Debit Request and in the following Direct Debit Request Service Agreement.

Insert your signature and address

Signature

Date

Name

Position

(If signing for a company, sign and print full name and capacity for signing eg. Director)

Address

Second account signatory (if required)

Signature

Date

Name

Position

(If signing for a company, sign and print full name and capacity for signing eg. Director)

Address

Direct Debit Request Service Agreement



This is your Direct Debit Request Service Agreement with World Surfaris P/L, APCA ID 406278, ABN 37079608816. 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.

our financial institution means the Commonwealth Bank of Australia.

us or **we** means World Surfaris P/L, (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.

1.3 We will only allow the funds debited from your account to be credited to the World Surfaris P/L Client Trust Account held at our financial institution. Our Client Trust Account is the account into which ALL client funds are paid, prior to the payment by World Surfaris P/L for airfares, accommodation, surf packages, transfers, etc associated with your surf adventure.

1.4 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. VARYING YOUR DETAILS

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

3.1 You may change*, stop or defer a debit payment, or terminate (cancel) this agreement at any time by providing us with at least 14 days notification by writing to:

The Finance Officer, World Surfaris P/L, at the postal address below or via email to accounts@worldsurfaris.com

*Note: in relation to the above reference to 'change', your financial institution may change your debit payment only to the extent of advising us World Surfaris P/L of your new account details.

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 may also incur 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 from your financial institution to verify that the amounts debited from your account are correct.

5. DISPUTES

5.1 If you believe there has been an error in debiting your account, you should notify us directly at the postal address below or via email to accounts@worldsurfaris.com, so that we can resolve your query as quickly as possible. 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 through BECS on all accounts offered by all 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 or our financial institution 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:

The Finance Officer, World Surfaris P/L, at the postal address below or via email to accounts@worldsurfaris.com

8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us.

8.3 Any notice will be deemed to have been received on the third banking day after emailing or posting.