

# Coaching Amendment Form

**Player Name:** .....

**Cancellation:** - Please cancel my enrolment effective in two weeks (i.e. today plus 14 days).

You may stop, cancel, alter or defer your DDR at any time by contacting us or Ezidebit (our service provider) by providing **14 days written notification**. I/we authorise cancellation of the following program.

Program: ..... Day: ..... Time: ..... Location: .....

**Reason for Cancelling:**

- Unhappy with program
- Leaving Area
- Trying other sports
- Too many commitments
- Would like a break. Date Returning: .....
- Other (please add details below)

**Add / Change of Program:**

Date of Change?: ..... Continuing Existing Program?:  Yes  No

I/we authorise payment of tennis coaching fees as outlined below and in accordance with the DDR agreement on the reverse side of the form. The coaching program runs for 40 weeks per year, coaching tuition fee payments are charged fortnightly in advance and **can be cancelled at any time with 14 days written notice** as per the DDR agreement. No payments are charged during State School Holiday periods or for Public Holidays. Fortnightly program fees for 2015 are listed below and are reviewed each January.

|   | Casual Fee | Regular Fortnightly* |   | Casual Fee | Regular Fortnightly* | Head Coach |
|---|------------|----------------------|---|------------|----------------------|------------|
| <input type="checkbox"/> Hot Shots Coaching | \$25       | \$38 (\$19 pw)       | <input type="checkbox"/> 1/2 hr Private | \$55       | \$96 (\$48pw)        | \$110      |
| <input type="checkbox"/> Hot Shots League   | \$20       | \$30 (\$15 pw)       | <input type="checkbox"/> 3/4 hr Private | \$75       | \$132 (\$66 pw)      | \$150      |
| <input type="checkbox"/> Squad 60m          | \$30       | \$46 (\$23 pw)       | <input type="checkbox"/> 1 hr Private   | \$95       | \$166 (\$83pw)       | \$200      |
| <input type="checkbox"/> Squad 90m          | \$40       | \$66 (\$33 pw)       | <input type="checkbox"/> HP Package     |            | \$230 (\$115 pw)     |            |
| <input type="checkbox"/> Other              |            |                      | <input type="checkbox"/> HP Package     |            | \$158 (\$79pw)       |            |

✓ Plus \$12 Membership Renewal Fee paid annually

**Change of Payment Details:**

Financial Institution: ..... Name of Account Holder(s): .....

BSB Number: ..... Account Number: .....

I/we authorise **Ezidebit** Pty Ltd ACN 096 902 813 (User ID Number 165969) to debit my/our account listed above through the Bulk Electronic Clearing System (BECS) in accordance with the debit arrangement above and as per the Ezidebit DDR Service Agreement provided. Please note that the charges listed above are inclusive of a transaction processing fee of 55c as this fee is paid by Tennisgear Management Pty Ltd.

Or Credit Card Card Type  Visa  MasterCard

Card Number: ..... Expiry Date: ..... CCV #: .....

Name on Card: .....

By signing this form, I/we authorise **Ezidebit Health & Fitness Newstead** acting on behalf of the business to debit payments for tennis lesson from my credit card listed above and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement. I/we agree to reimburse Ezidebit and indemnify Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit. Please note that the fees listed above are inclusive of a transaction processing fees which are the greater of \$0.55c or 2% on Visa & MasterCard. These fees are included in your fortnightly program fee and paid by Tennisgear Management Pty Ltd.

This authorisation is to remain in force from this date and will continue in accordance with the DDR agreement on the reverse page which I/we have read and understood. The administration of this agreement is conducted by **Ezidebit Health & Fitness Newstead as a billing agent only**.

1. .... 2. .... Date:   /   /

# DDR Service Agreement

**Service Provider** Our Direct Debit service provider is Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969) herein referred to as "Ezidebit". Their name will appear on your bank or credit card statement as the debtor of the funds that you will be paying for services from the Morningside Tennis Centre, Shaw Park Tennis Centre and Everton Tennis Centre "the Business". This Direct Debit Request (DDR) Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority.

**DDR's** DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts or amounts that vary from time to time. The basis on which the DDR will be processed is as follows: The amount owing on account at the end of the month, processing date, or otherwise as agreed on the DDR Authority. I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business. Ezidebit is engaged by the business a bulk payment processing service provider and does not supply any other goods or services.

**Payment** I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement. I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/We acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/We agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

**Timing** I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
- (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
- (3) a payment request is received after normal Ezidebit cut off times, being 4:00pm Queensland time.

Any payments that fall due on any of the above will be processed on the next business day. **Public Holidays** Coaching tuition fees are charged fortnightly. If you have paid for a lesson that falls on a public holiday, you are entitled to a credit for that lesson.

**Variations & Amendments** I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount. I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

**Cancellations in Writing** I/We acknowledge that I/We will contact the Business if I/We wish to alter or defer any of the debit arrangements and that **14 days written notice** must be given to the business to cancel this agreement. An email to the business will constitute notice in writing.

**Dispute Resolution** I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business. I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/We agree to contact my/our financial institution.

**Returned & Dishonoured DDR's** I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable by me/us to Ezidebit. **The current fee charged by Ezidebit for reprocessing a returned DDR is \$15.** I/We will also be responsible for any fees and charges applied by my financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit or the business. I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business. I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

**Confidentiality and Your Privacy** You appoint Ezidebit as your exclusive agent with regard to the control, management and protection of your personal information (relating to the Business and contained in this DDR Service Agreement). You irrevocably authorise Ezidebit to take all necessary action (which we deem necessary) to protect your personal information, including (but not limited to) prohibiting the release to or access by third parties without your consent. You hereby irrevocably authorise, direct and instruct any third party who holds/stores keeps your personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on our written request. Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, or as otherwise required by law. Further information relating to Ezidebit's Privacy Policy can be found at [www.ezidebit.com.au](http://www.ezidebit.com.au)

**Credit Card Payments** I/We acknowledge **that "Ezidebit Health & Fitness Newstead" will appear as the merchant** for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business. I/We acknowledge and agree that in the event that a claim is made, Ezidebit will not be liable for the refund of any funds and agree to reimburse Ezidebit for any successful claims made by the Card Holder through their financial institution against Ezidebit. I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request. I/We authorise Ezidebit to verify details of my/our account with my/our financial institution; and my/our financial institution to release information allowing Ezidebit to verify my/our account details.

**Ezidebit Contact** PO Box 3327 Newstead, QLD 4006 P: (07) 3124 5500 F: (07) 3124 5555 w: [www.ezidebit.com.au](http://www.ezidebit.com.au)

**Business Contact** Tennisgear Management Pty Ltd 65 Russell Street Everton Park Qld 4053 P: (07) 3353 2018 w: [www.tennisgear.com.au](http://www.tennisgear.com.au)