



Direct Debit Request



fingal bay
holiday park

Fingal Bay Holiday Park
52 Marine Drive,
Fingal Bay NSW 2315
fingalbay@beachsideholidays.com.au

PHONE: 4988 0990



halifax
holiday park

Halifax Holiday Park
5 Beach Rd, Little Beach,
Nelson Bay NSW 2315
halifax@beachsideholidays.com.au

PHONE: 4988 0990



shoal bay
holiday park

Shoal Bay Holiday Park
71 Shoal Bay Road,
Shoal Bay NSW 2315
shoalbay@beachsideholidays.com.au

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www.beachsideholidays.com.au



PORT STEPHENS
COUNCIL

Direct Debit Request

Port Stephens Council
ABN 16 744 377 876

Request and Authority to debit the account named below to pay Port Stephens Council ABN 16 744 377 876

YOUR DETAILS

Surname or Company name	<input type="text"/>	Given Names or ABN	<input type="text"/>
Address	<input type="text"/>		
Contact Ph Number	<input type="text"/>		

REQUEST AND AUTHORITY TO DEBIT

The above mentioned request and authorise Port Stephens Council user id 73606 to arrange, through its own financial institution, a debit to your nominated account any amount Port Stephens Council has deemed payable by you. 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

FINANCIAL INSTITUTION ACCOUNT DETAILS TO DEBIT

Name of Financial Institution	<input type="text"/>		
Name of Account Holder	<input type="text"/>		
BSB Number	<input type="text"/>	Account Number	<input type="text"/>

FREQUENCY OF DEBITS

The first debit may be made on or after _____ and on the first working day at monthly intervals after that.

FEES & CHARGES TO BE DEBITED

I understand and agree for the monthly site occupation fees to be debited on the first working day of the month at monthly intervals;

I agree for any unpaid electricity / incidental / or any other extra charges on the Extras/Electricity sub account, to also be debited on the first working day of the month. (Check box if desired – leave blank, if not)

ACKNOWLEDGEMENT

By signing this Direct Debit Request you have confirmed that you are authorised to operate on the nominated account and you have understood and agreed to the terms and conditions set out in this Request and in your Direct Debit Service Agreement and your arrangements with Port Stephens Beachside Holiday Parks. If signing for a company, sign and print full name and capacity for signing eg. Director

Signature 1	Capacity (companies)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature 2	Capacity (companies)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

YOUR PRIVACY

Port Stephens Council is committed to protecting your privacy. We take reasonable steps to comply with relevant legislation and Council policy.

Purpose: The information you provide will enable Council to process your direct debit request and communicate with you about related matters.

Intended recipients: The information will only be used by Council, its contractors performing functions for Council, and other agencies such as government departments that have legislation allowing them to access Council records. Council's bank may require such information in the event of a claim or relating to an alleged incorrect or wrongful debit. **Supply:** Legally required. **Consequence of Non Provision:** If Council does not have your current details it will be unable to process a debit from your nominated financial institution account. If Council does not know your current address, correspondence might not reach you. If Council has no telephone or email address for you it might not be able to contact you. **Storage and security:** This document will be placed on the relevant file and/or saved in Council's records management system in accordance with Council policy and relevant legislation. **Access:** Please contact Council on (02) 4988 0255 to enquire how you can access information.

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Port Stephens Council User Id 73606, ABN 16 744 377 876. 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 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 written, verbal or online request request between *us* and *you* to debit funds from your *account*.

'*us*' or '*we*' means Port Stephens Council (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 at which *you* hold the *account* *you* have authorised *us* to debit.

1. DEBITING YOUR ACCOUNT

- 1.1 By submitting a *Direct Debit Request*, *you* have authorised *us* to arrange for funds to be debited from your *account*. The *Direct Debit Request* and this *agreement* set out 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 thirty (30) days written notice sent to the preferred email address or address *you* have given *us* in the *Direct Debit Request*.

3. HOW TO CANCEL OR CHANGE DIRECT DEBITS

- 3.1 *You* can cancel or suspend the *Direct Debit Request*; or change, stop or defer an individual payment at any time by giving *us* at least 14 (fourteen) days' notice. To do so, contact *us* at your Holiday Park
Port Stephens Council PO Box 42 Raymond Terrace NSW 2324, or council@portstephens.nsw.gov.au
or
by telephoning *us* on (02) 4988 0255 during business hours;
or
you can also contact *your 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 allow a *debit payment* to be made in accordance with your *Direct Debit Request*:
 - (a) *you* may be charged a fee and/or interest by *your financial institution*;
 - (b) we may charge *you* reasonable costs incurred by *us* on account of there being insufficient funds; 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.

Direct Debit Request Service Agreement Continued

5. DISPUTE

- 5.1 If you believe there has been an error in debiting your *account*, you should notify your Holiday Park or us directly on (02) 4988 0255. Alternatively you can contact your *financial institution* for assistance.
- 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, within a reasonable period 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 provided 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 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. CONTACTING EACH OTHER

- 8.1 If you wish to notify us in writing about anything relating to this *agreement*, you should write to:
Port Stephens Council PO Box 42 Raymond Terrace NSW 2324 or council@portstephens.nsw.gov.au
- 8.2 We will notify you by sending a notice to the address or email you have given us in the *Direct Debit Request*. Any notice sent by email will be deemed to have been received on the second *banking day* after sending. Any notice sent by mail will be deemed to be received on the seventh *banking day* after posting.

Customer to retain Direct Debit Service Agreement Information