

Direct Debit Change of Details Request

I request Sydney Olympic Park Aquatic Centre Swim School to update my details for the purpose of direct debit payments authorised by myself in an initial agreement at the time of enrolment.

SECTION A: Student Details		
Student 1	First Name(S)*	Surname*
Date Of Birth*		
Student 2	First Name(S)*	Surname*
Date Of Birth*		
Student 3	First Name(S)*	Surname*
Date Of Birth*		

SECTION B: Payment Details (please provide one or the other)			
Bank Account		Credit Card	CARD TYPE: MASTERCARD / VISA
Bank Name	Branch	Name On Card	
Account Name		Card Number	
BSB	Account Number	Expiry Date	CCV

SECTION B: Authorisation		
Responsible Person:	First Name*	Surname*
Email Address*		Contact Phone*
SIGNATURE*		DATE*

Terms and Conditions

Payment of Fees and Direct Debit

Completion of the Direct Debit Change of Details Request authorises SOPAC Swim School to update members debit details with the nominated account or credit card above. By completing and signing the Direct Debit Change of Details Request the member is agreeing to all Terms and Conditions.

All information relating to members financial institutions remains confidential, except where required for the purposes of conducting Direct Debit with the financial institution, or in connection with claims made to SOPAC Swim School regarding an alleged incorrect debit

The member is responsible for:

- i. Ensuring the nominal account is set up to accept Direct Debit. Please check with the financial institution where the account is held.
- ii. Ensure there is enough money is the nominated account on the Direct Debit due date and up to 5 business days following. Please note there may be a delay in the processing of Direct Debit if there is a public holiday on the scheduled date of Direct Debit. The Direct Debit calendar can be located at the Swim School Office or through the Aquatic Centre website.(aquaticcentre.com.au)
- iii. If the nominal account does not allow a payment, such as where the account does not have enough money in it or you are over your credit limit, SOPAC Swim School will require you to pay at the Swim School Office by cash, Eftpos or credit card. Charges may apply for rejected payments.

Cancellation of Direct Debit Agreement

All enrolments are perpetual (ongoing) and the direct debit payments will continue until written notice of cancellation is submitted by the responsible person. Two (2) weeks notice is required to cease enrolment and the direct debit agreement. A Lesson Cancellation Form must be completed online via the Aquatic Centre website.

Credits or Refunds will not be granted for missed lessons prior to written notification. Cancellations will not be processed until any outstanding amounts owing are paid in full.

Withdrawal due to medical reasons will be actioned as soon as a completed Lesson Cancellation Form, along with a copy of a medical certificate, is submitted via the Aquatic Centre website

Change of Details

SOPAC Swim School will use email as the primary channel of communication. It is the Responsible Person’s responsibility to keep SOPAC Swim School informed of any changes of details. If changes consist of *more* than just debit details, SOPAC Swim School requests a new Direct Debit Agreement to be completed. If sending your Change of Debit Details Request form via email, an email confirmation will be provided. If a confirmation email has not been received by you within 24 hours of you sending the change of details form please assume we have not received it and it will not be processed.

Privacy Policy

The Aquatic Centre (“Centre”) is a division of Sydney Olympic Park Authority (“we, our, us”), which is a NSW Government agency that sits within the Office of Sport cluster.

We are committed to the protection of member’s privacy and personal information. Your privacy is protected under the Privacy and Personal Information Protection Act 1998. Personal information may only be disclosed in accordance with the exemptions provided under the Act.

We will only use the personal details you voluntarily provide us for administration purposes related to the facility or service for which it is being completed and when we communicate information to you regarding any of the Centre’s facilities, programs, services or promotions that are deemed appropriate to your interests and needs and which may enhance your use of the Centre.

Any personal information that you voluntarily provide to the Sydney Olympic Park Authority (5 Olympic Boulevard, NSW 2127) will be held in a data base shared with the Office of Sport and Venues NSW. You have the right to access and correct the information.

We will not make your personal information available to any third party except for the Office of Sport and Venues NSW unless it is necessary as part of the provision of this product or service.

Full details of the Privacy Policy can be found on the website (sopa.nsw.gov.au).

Office Use Only	
Responsible Person Name	Date
Membership Number	