



# FY23 SEASON PASS DIRECT DEBIT TERMS + CONDITIONS

For your convenience, Regency Park Community Golf Course is pleased to offer you the ability to pay your season pass fees monthly via direct debit of your nominated bank account or credit card via Ezy pay.

The FY23 monthly direct debit instalment payable for each playing category, is listed in the table below;

<b>SEASON TICKETS TO BE PURCHASED FROM REGENCY GOLF SHOP ONLY</b>	<b>MONTHLY FEE 2022-23 (GST INC)</b>
7 Days (Monday to Sunday playing rights)	<b>\$72.00</b>
7 Days (Monday to Sunday playing rights) *Holders of State issued Seniors or Concession Card	<b>\$68.00</b>
7 Days (Monday to Sunday playing rights) Members Only*	<b>\$61.00</b>
7 Days (Monday to Sunday playing rights) Members Only* *Holders of State issued Seniors or Concession Card	<b>\$58.00</b>
5 Days (Monday to Friday playing rights)	<b>\$61.00</b>
5 Days (Monday to Friday playing rights) *Holders of State issued Seniors or Concession Card	<b>\$58.00</b>
5 Days (Monday to Friday playing rights) Members Only*	<b>\$49.00</b>
5 Days (Monday to Friday playing rights) Members Only* *Holders of State issued Seniors or Concession Card	<b>\$47.00</b>
Primary or Secondary Student under 18 years	<b>\$33.50</b>
Get Into Golf – Introductory Season Pass 10 x 9 Hole Rounds, Get Into Golf Clinic + 1x 60 Minute Individual Lesson	<b>ANNUAL FEE \$350.00</b>
Direct Debit Administration Fee (Only applicable to new direct debits)	<b>\$13.00</b>

Each instalment comprises 1/12th of the total sum of the FY23 annual season pass amount.

## SEASON PASS INSTALMENT PLAN CONDITIONS

1. The Season Pass Instalment Plan is only available to golfers authorising Regency Park Community Golf Course to directly debit instalments from their bank account or credit card as nominated by completing the Online Direct Debit Request Form via our website; [www.regencyparkgolf.com.au](http://www.regencyparkgolf.com.au)
2. I hereby acknowledge that I am indebted to Regency Park Community Golf Course and wish to pay the annual season pass fee in monthly instalments. First instalment payable at the time of signing up to your season pass and then debited on this date each month thereafter through Ezipay. For example, if you sign up on 5 September, your next direct debit will be on 5 October and the 5<sup>th</sup> day of each month thereafter.
3. I undertake to pay a minimum of three months in full should I cancel my season pass from Regency Park Community Golf Course at any time prior to three months from signing up and acknowledge/authorise that any outstanding amount will immediately be debited from my nominated credit card.
4. Direct Debit Administration Fee payable once for new direct debits.
5. I accept the fees associated with failed direct debit attempts of \$14.90 + GST each attempt and that these costs are to be paid in addition to any monthly direct debit fees. Ongoing failed attempts may result in cancellation of direct debit access rights.
6. I acknowledge and accept the conditions of undertaking the Season Pass Installment Plan of ensuring that any changes to circumstance must be provided in writing at least 14 days' prior to the change occurring.
7. Any annual increases from 1 July each financial year, will continue to be via direct debit of the golfer's nominated bank account or credit card until the golfer cancels the Season Pass Instalment Plan Authority with Regency Park Community Golf Course in writing.
8. Should a golfer default on their obligation to their credit provider, close their account, or cancel the Season Pass Instalment Plan authority with Regency Park Community Golf Course, they shall fulfil their outstanding financial obligations to Regency Park Community Golf Course through cash or cheque payment. Failure to fulfil this obligation may result in suspension or cancellation of access rights.

Regency Park Community Golf Course  
Days Road  
Regency Park  
South Australia 5010

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with **GreenSpace Management Pty Ltd ABN 51 626 072 063 (the Debit User) trading as Regency Park Community Golf Course**. 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. GreenSpace Management Pty Ltd uses Ezy pay as its Direct Debit service provider. Ezy pay has its own customer terms and conditions. It is recommended that users read these terms and conditions;

[https://www.ezypay.com/hubfs/document/AU\\_Customer\\_Terms\\_&\\_Conditions.pdf](https://www.ezypay.com/hubfs/document/AU_Customer_Terms_&_Conditions.pdf)

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 written, verbal or online request between us and you to debit funds from your account.

**us** or **we** means Regency Park Community Golf Course, (the Debit User) you have authorised by requesting a *Direct Debit Request*.

**you** means the customer who has authorised 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* via Ezy pay. The *Direct Debit Request* and this agreement set out 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 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*.

<p><b>2. Amendments by us</b></p>	<p>2.1 We may vary any details of this <i>agreement</i> or a <i>Direct Debit Request</i> at any time by giving you at least fourteen <b>(14) days</b> written notice sent to the preferred email or address you have given us in the <i>Direct Debit Request</i>.</p>
<p><b>3. How to cancel or change direct debits</b></p>	<p>After three months continuous direct debit payments of your <i>Season Pass</i> you can:</p> <ul style="list-style-type: none"> <li>(a) cancel or suspend the <i>Direct Debit Request</i>; or</li> <li>(b) change, stop or defer an individual debit payment at any time by giving us at least <b>14 days'</b> notice.</li> </ul> <p>To do so, notification by writing to: Facility Manager, Regency Park Community Golf Course, Days Road, Regency Park, SA 5010  <b>or</b> <a href="mailto:info@regencyparkgolf.com.au">info@regencyparkgolf.com.au</a></p> <p>For all bank account or credit card detail changes you must contact Ezy pay Customer Service directly via; 1300 300 553 or <a href="mailto:help@ezypay.com">help@ezypay.com</a></p>
<p><b>4. Your obligations</b></p>	<p>4.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>4.2 If there are insufficient clear funds in <i>your</i> account to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"> <li>(a) you will be charged a fee \$14.90 + GST fee and <i>your</i> financial institution may charge you a fee;</li> <li>(b) you must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your</i> account by an agreed time so that we can process the <i>debit payment</i>.</li> </ul> <p>4.3 You should check <i>your</i> account statement to verify that the amounts debited from <i>your</i> account are correct.</p> <p>4.4 Ongoing failed attempts may result in cancellation of direct debit access rights.</p>
<p><b>5 Dispute</b> If you believe that there has been an error in debiting <i>your</i> account, you should notify us directly on email at <a href="mailto:info@regencyparkgolf.com.au">info@regencyparkgolf.com.au</a> or in writing to Regency Park Community Golf Course, Days Road, Regency Park, SA 5010 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can contact your financial institution for assistance.</p>	<p>5.1 If you believe that there has been an error in debiting <i>your</i> account, you should notify us directly on email at <a href="mailto:info@regencyparkgolf.com.au">info@regencyparkgolf.com.au</a> or in writing to Regency Park Community Golf Course, Days Road, Regency Park, SA 5010 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can contact your financial institution for assistance.</p> <p>5.2 If we conclude as a result of our investigations that <i>your</i> account has been incorrectly debited, we will respond to <i>your</i> query by arranging within a reasonable period for <i>your</i> financial institution to adjust <i>your</i> account (including interest and charges) accordingly. We will also notify you in writing of the amount by which <i>your</i> account has been</p>

	<p>adjusted.</p> <p>5.3 If we conclude as a result of our investigations that <i>your account</i> has not been incorrectly debited, we will respond to <i>your query</i> by providing you with reasons and any evidence for this finding in writing.</p>
<p><b>6. Accounts</b></p>	<p>You should check:</p> <ul style="list-style-type: none"> <li>(a) with <i>your financial institution</i> whether direct debiting is available from <i>your account</i> as direct debiting is not available on all accounts offered by financial institutions.</li> <li>(b) <i>your account details</i> which you have provided to us are correct by checking them against a recent <i>account statement</i>; and</li> <li>(c) with <i>your financial institution</i> before completing the <i>Direct Debit Request</i> if you have any queries about how to complete the <i>Direct Debit Request</i>.</li> </ul>
<p><b>7. Confidentiality</b></p>	<p>7.1 We will keep any information (including <i>your account details</i>) in <i>your Direct Debit Request</i> confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure <i>our</i> employees do not have access to your personal financial information. All financial information of our customers are held by Ezy pay within their PCI DSS Cloud platform.</p> <p>7.2 We will only disclose information that we have about you:</p> <ul style="list-style-type: none"> <li>(a) to the extent specifically required by law; or</li> <li>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</li> </ul> <p>7.3 Customers should read the Ezy pay Customer Terms and Conditions on how Ezy pay stores and uses your personal information.</p>
<p><b>8. Contacting each other</b></p>	<p>8.1 If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to Facility Manager, Regency Park Community Golf Course, Days Road, Regency Park, SA 5010</p> <p>8.2 We will notify you by sending a notice to the preferred address or email you have given us in the <i>Direct Debit Request</i>.</p> <p>8.3 Any notice will be deemed to have been received on the second <i>banking day</i> after sending.</p>