



Royal Queensland Yacht Squadron

DIRECT DEBIT POLICY

Revised

October

2023

Direct Debit Policy

Overview

The Royal Queensland Yacht Squadron and Controlled Entities (RQYS) operates a Direct Debit facility (DD) in order to efficiently arrange payment for Member accounts.

New Members are required to establish a DD in order to enjoy the privileges of a credit facility, referred to as a Member account, this includes marina charges and membership instalments.

Existing Members are encouraged to establish a DD in order to enjoy the privileges of a credit facility, including marina charges and membership instalments.

In order to enjoy the benefit of a monthly discount on goods and purchases, (where applicable) Members must have a valid DD authority in place and pay their accounts within terms.

Approach

By nominating Bank Account or Credit Card details (MasterCard, VISA), the Member account will become activated and any charges invoiced to the Member account will be automatically deducted. The automatic direct debit schedule for all Squadron Entities is activated on the 27th of each calendar month. If the automatic direct debit date falls on either a public holiday or weekend, the automatic direct debit schedule will then be processed on the next available business day.

A statement of the Member account will be sent via email or post (at an additional fee) outlining the details of the Member expenditure for all Squadron Entities. The 'Total Due' amount located at the bottom of the Member's statement will identify the amount which will be deducted on the automatic direct debit schedule date (refer to the appendix). By signing the Direct Debit Authority Form the Member has indicated that they have understood and agreed to the Direct Debit Authority and this Policy.

Conditions

Members must ensure that the following conditions are met each month:

1. That sufficient funds are in the Member account prior to the automatic direct debit schedule.
2. Overdrawn or other fees levied by Institutions are payable by the Member.
3. Declined or rejected payments will incur a processing fee of \$5 per default.
4. Members must advise finance@rqys.com.au if the Member Bank Account or Credit Card has expired, been closed or has been changed.
5. For **existing Members** to receive discounts on their purchases on account, two conditions must be met:
 - a) A valid direct debit authority must be in place.
 - b) Accounts must be settled within terms.
6. Member discounts applied at point of sale may be reversed if conditions 1 and 2 above are not met.
7. New Members from January 1, 2020 must establish a DD in order to establish and use a Member account.
8. Member categories which are not eligible for member discounts are required to have a direct debit lodged with the Squadron to use a Member account.
9. New and existing Members will still receive their discount if payment for goods and services is made by cash, EFT or Credit Card if no account has been established.
10. Each Member, including Spouse Partner and Junior, is responsible for the payment of their own account unless a Direct Debit authority has been given for them by another Member.

11. There is no discount on Membership Fees
12. The details of this Authority may be varied with fourteen (14) days by written notice to finance@rqys.com.au. Cancelling the Member's direct debit with the Squadron will deactivate the Members account related to fuel, food, beverage, function & merchandise charges and remove the goods and services discount (if applicable). The Member account must be paid in full in order to deactivate the Members direct debit account.
13. Information provided in the Direct Debit Authority form will only be used by RQYS for the purpose intended. The Member information may be disclosed to the extent required by law.
14. Errors detected in debiting the Member account should be notified to finance@rqys.com.au.

Questions about Member accounts, should be directed to:

1. Membership, Food, Beverage and Fuel Purchase queries or to pay or change the Member payment details on the Member's account, should be directed to the finance@rqys.com.au
2. Marina Berth Income, Berth Rent, Hardstand Fees, Slipping Charges and Trade Shed queries, should be directed to the RQYS Marina Office on (07) 3393 3554
3. Function enquiries should be directed to the Functions Manager on (07) 3396 8666.



DIRECT DEBIT AUTHORITY FORM

The form below is an authority to activate an account with RQYS and related entities, for yourself and your family members. For fuel operation, please provide a 4-digit PIN number upon return of this form. An account statement will be sent to you on a monthly basis detailing your balance and when purchases and fees will be deducted from the nominated payment option below. It is your responsibility to provide new account details if the nominated payment option you have provided below has changed. **Please note that any credit balances with one Squadron Entity, may be used to offset debit balances in other Squadron Entities.** The Squadron's Direct Debit Policy can be found on the website: www.rqys.com.au

Please tick the following

- Membership subscription & Marina/ Fuel/ Food & Beverage Account activation, or
 Membership subscription activation only

ACCOUNT MASTER

Member No. _____ Name of Member _____

Superannuation/ Trust Fund where applicable: _____

4-digit PIN Number (Fuel Purchases) _____ please tick to use PIN number for all authorised account holders.

Authorised members who may charge costs to this member account:

Member No. _____ Name of Member _____

Member No. _____ Name of Member _____

Member No. _____ Name of Member _____

PAYMENT OPTIONS

CREDIT CARD VISA MASTERCARD AMEX DINERS

A 1.275% Surcharge applies Visa & Mastercard and \$1.6% Surcharge applies to AMEX & Diners

please contact or visit our office to submit your Credit Card details

Cardholders Name _____

OR BANK ACCOUNT

BSB _____ Account No. _____

Name of Account Holder(s) _____

Name of Financial Institution _____ Branch _____

PLEASE NOTE: If subscription payment is nominated as a monthly direct transfer, this will continue through to the end of the Squadron year (30 April). The Squadron is committed to ensuring the confidentiality and privacy of members information. The Squadron will make reasonable efforts to keep any such information secure and ensure that any of the Squadron's employees who have access to information about Squadron members do not make any unauthorised use, modification reproduction or disclosure. The information requested in this form is collected by the Squadron for the purpose of enabling payment of your Squadron account to be debited directly from the bank account or credit card nominated by you.

SIGNATURE OF ACCOUNT MASTER _____ Date _____

OFFICE USE: MICROPOWER PAYWAY GROUP Monthly DD/ SUBS DD TWEB Access NOs _____