

UNILODGE @ Darwin – Dripstone Road**Direct Debit Request Form (DDR)**

You may contact us as follows:-

Phone: +61 8 8942 0706

Email: darwin@unilodge.com.au

Mail: 6 Dripstone Road
Casuarina, NT 0810
Australia

All communication addressed to us should include your Customer Number (your room number).

PART A – Your Details

Customer Number:	<input type="text"/>
Customer Name:	<input type="text"/>
Phone Number:	<input type="text"/>
Email Address:	<input type="text"/>
Address:	<input type="text"/> <input type="text"/> <input type="text"/>
State:	<input type="text"/>
Postcode:	<input type="text"/>

PART B – Request and Authority to debit

Your Surname _____

Your Given names _____ "you"

request and authorise UniLodge Australia Pty Ltd (480964) to arrange, through its own financial institution, a debit to your nominated account any accommodation related amount UniLodge Australia Pty Ltd, 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.

PART C – Cheque/Savings Account or Credit Card Authorisation

☐ I/We authorise you UniLodge Australia Pty Ltd (480964) to arrange for funds to be debited from my/our nominated account via the Bulk Electronic Clearing System at the financial institution shown below according to the schedule specified below.

Financial Institution:

Branch:

Account Name:

BSB Number:

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Account Number:

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Signature:

Date:

Signature:

Date:

NB: If debiting from a join bank account, both signatures are required.

OR

☐ I/We request you UniLodge Australia Pty Ltd to arrange for funds to be debited from my nominated credit card according to the schedule specified above and attached Direct Debit Service Agreement.

Credit Card Number:

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Expiry Date:

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Cardholder Name:

Signature:

Date:

NB: We only accept VISA and MASTERCARD credit cards. All credit transactions will attract a 3% surcharge on the total debit amount. This must be added to the total debit on the first page.

Completed Application

Please return your completed application to the front office either in person, via mail, via email or via fax.

Customer Direct Debit Request (DDR) Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between UniLodge Australia Pty Ltd (480964) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

How to Contact Us

Enquiries

Direct all enquiries to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone: +61 8 8942 0706

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Our commitment to you

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

Drawing Arrangements

- The first drawing under this Direct Debit arrangement will occur on the date nominated on the Direct Debit Request,
- If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date. If you are unsure when the drawing will occur please contact your financial institution.
- We will give you at least 14 days' notice in writing, by email or by phone when changes to the initial terms of the arrangement made. This notice will state the new amount, frequency, next drawing date and any other changes to the initial terms.
- If you are uncertain how to complete the Direct Debit Request please check with your financial institution.

If you wish to discuss and changes to the initial terms, please contact us.

Your Rights

Changes to the arrangement

If you want to make changes to the drawing arrangements, please contact us. These changes may include:

- Deferring the drawing; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely.

Confidentiality

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up by contacting us.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
 - o Within 5 business days (for claims lodged within 12 months of the disputed drawing); or
 - o Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to us

It is your responsibility to ensure that:

- You nominated account can accept direct debits as direct debits (your financial institution can confirm this); and
- You check the account details provided against a recent statement from your financial institution;
- That on the drawing date there are sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.