

- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Eazipay Ltd re River Canal Rescue will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Eazipay Ltd re River Canal Rescue to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Eazipay re River Canal Rescue or your Bank or Building Society you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society.
 - If you receive a refund you are not entitled to, you must pay It back when Eazipay Ltd re River Canal Rescue asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.