

# Customer Agreement

**Business Name:** Golfers Paradise Indoor Golf Club

**Legal Name:**

**Address:** Shop 3/544 Kessels Rd, Macgregor QLD 4109, Australia

**ABN/ACN:**

**This Contract governs the direct debit payment by the Customer of fees owed to the Facility. The customer must counter-sign any changes to this Contract.**

This agreement is ongoing and will continue until the facility or the customer terminates it.

## Customer Details

First Name

Date of Birth

Last Name

Sex

M  F

Phone-Home

Mailing Address

Post Code

Phone-Work

Suburb

State

Phone-Mobile

Physical Address (if different from above)

Phone-Emergency

Facility Identifier

Emergency Contact Name

Email Address

Customer Type

New Customer  Re-enrolment  Transfer

Other Family Members

First Name

Date of Birth

Last Name

Mobile (if applicable)

Relationship to payer

Email Address (if applicable)

Relationship verified by staff

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Other Family Members

First Name

Date of Birth

Last Name

Mobile (if applicable)

Relationship to payer

Email Address (if applicable)

Relationship verified by staff

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Other Family Members

First Name

Date of Birth

Last Name

Mobile (if applicable)

Relationship to payer

Email Address (if applicable)

Relationship verified by staff

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### Other Family Members

First Name

Date of Birth

Last Name

Mobile (if applicable)

Relationship to payer

Email Address (if applicable)

Relationship verified by staff

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### Payment Plan

Instalment amount:

Billing Fee:

TOTAL:

First Payment Date:

Payment Frequency

Weekly  Fortnightly  Four Weekly  Monthly

Minimum Term:

Months **OR**  
**(NOT both)**

Payments

NOTE: Establishment fee of \$0.00 will be added to the first instalment. In addition, a Default Fee of \$14.95 will be charged for each dishonoured payment.

Cancellation before minimum term attracts a cancellation fee of:

Contract may be suspended as per the Terms and Conditions on the rear of this contract. This attracts a weekly fee of:

Total Value of Contract

Tick if you wish to terminate after minimum term

Initial:

Special Conditions:

**After the agreed number of payments (specified above) have been made, if you have chosen not to have this Contract terminate after the Minimum Term (by ticking the box above where indicated) this Contract will become an ongoing membership contract.**

**You agree that this authorisation will remain in force in accordance with the provisions of both the Direct Debit Contract - Terms and Conditions and any separate contract/terms and conditions issued by the Facility, and that you have read and understood the same.**

**Signature**

**Signature Date and Time**

# Golfers Paradise Terms and Conditions

## Daylight Membership

Price – Individual

\$17.50/week for 12 months contract

\$22.90/week for 3 months contract

Price – Family

\$28/week for 12 months contract

\$39/week for 3 months contract

### 1. Daylight Membership

**Subscription-based Renewal:** The 'Daylight Membership' is a subscription-based program that is automatically renewed every week unless explicitly cancelled by the member. This membership can only be purchased with direct debit payment methods.

#### Benefits:

- 2 Hours of practice bay usage each weekday from 9:00 am to 5:00 pm, excluding public holidays.
- Individual membership: only person who purchased the membership can use it
- Family Membership: person who paid for the membership is the primary account holder, other added family members (2 adults + 3 children) can enjoy the benefit of the membership separately or together.
- Family Members are defined as those on the same medicare card.
- 10% off retail products
- Additional guests will incur \$5.

### 2. Fees

There is a \$49 enrolment fee for all memberships. However, this enrolment fee is waived for first time customers.

### 3. Cancellation

To cancel a membership, please call our staff to process the cancellation. **Cancellation within contract period will incur 4 weeks penalty** and an administration fee of \$50.

### 4. Suspension

By agreeing to these terms and conditions, you acknowledge the following provisions regarding membership suspension:

- Illness or injury: Members are permitted to suspend their membership for up to 8 weeks due to illness or injury, provided a valid medical certificate is provided as proof.
- Holiday: Members may request a suspension of up to 4 weeks within a 12-month period for holiday purposes. This holiday suspension can be taken in one continuous period or on separate occasions throughout the year, subject to availability and approval by the club management."

Please note that any requests for membership suspension must be made at least 2 weeks in advance and are subject to approval by the club management.

## 5. Refund

Australian consumer law states you must pay for services you've received. If you change your mind once the service has commenced, we do not provide a refund. For example, if you purchase a 10 pack of sessions or the subscription membership, once you have completed 1 session, we do not deliver refunds on the remaining sessions. You are not entitled to a refund if you have changed your mind after a purchase is final. If you have changed your mind, while we cannot offer a refund, we can give you store credit less a \$5 admin fee. We are not entitled to refund you for payments made on unused sessions if you do not proceed after commencing. However, we can negotiate an extension or offer store credit if an acceptable reason is provided in writing prior to the expiration of services.

If you have made the wrong purchase, please contact Golfers Paradise to arrange a change of service. If sessions do not meet your expectations, please contact Golfers Paradise. Should extreme unforeseen circumstances arise during which individuals are unable to continue to participate (e.g. extended illness), arrangements will be made at the discretion of Golfers Paradise on a case-by-case basis.

## DIRECT DEBIT REQUEST (DDR) for Payers

**Payer Name**

**Request and Authority to Debit**

By providing your bank account details and confirming this payment, you agree to this Direct Debit Request and the Direct Debit Request service agreement\*, Direct Debit Request service agreement, and authorise Stripe Payments Australia Pty Ltd ACN 160 180 343 Direct Debit User ID number 507156 ("Stripe") to debit your account through the Bulk Electronic Clearing System (BECS) on behalf of (the "Merchant") for any amounts separately communicated to you by the Merchant. You certify that you are either an account holder or an authorised signatory on the account listed above.

*\*Full Direct Debit Request service agreement text can be found on page 2-3 of this form or viewed at <https://stripe.com/au-becs-dd-service-agreement/legal>.*

**Payer Account to be Debited**

Name/s on account

Financial institution name

BSB number (Must be 6 digits)

 - 

Account number

**Payer Signature**

Signed in accordance with the account authority on your account:

Signature:

Date:

# Golfers Paradise Direct Debit Request Service Agreement

## Service Agreement

- By agreeing to the Direct Debit Request you authorise Stripe to arrange for funds to be debited from your nominated financial institution account (the “nominated account”). Stripe is acting as an agent for the Merchant and Stripe does not provide any goods or services to you.
- Stripe or the Merchant will give you at least 14 days notice in writing of any changes to the terms of the drawing arrangements.
- Stripe will keep information relating to your nominated account confidential in accordance with Stripe’s [privacy policy](#), except where required for the purposes of conducting direct debits with your financial institution. Your personal information will be transferred by Stripe to the United States. If you do not want to provide your personal information to Stripe in connection with the Direct Debit Request, Stripe will not be able to debit your nominated account.
- Where the due date is not a business day Stripe will draw from your nominated financial institution account on the next business day.
- It is your responsibility to:
  - Ensure your nominated account can accept direct debits;
  - Ensure that there are sufficient clear funds available in the nominated account to meet each drawing on the due date;
  - Advise immediately if the nominated account is transferred or closed or your account details change;
  - Arrange a suitable payment method if Stripe or the Merchant cancels the drawing arrangements;
  - Ensure that all authorised signatories nominated on the financial institution account to be debited authorise the Direct Debit Request.
- Subject to the terms and conditions of your nominated financial institution account and your agreement with the Merchant, you may alter the drawing arrangements. Such advice should be received by the Merchant at least 7 business days prior to the drawing date for any of the following:
  - Changing your nominated account number
  - Deferring a drawing
  - Altering a DDR schedule
  - Cancelling the drawings completely
- If you require further information, please contact the Merchant. Alternatively, you can also contact your financial institution.

- If you believe that there has been an error in debiting your account, you should notify the Merchant as soon as possible. The Merchant will notify you in writing of its determination and the amount of any adjustment that will be made to your nominated account (if any). Stripe will arrange for your financial institution to adjust your nominated account by the applicable amount (if any). Alternatively, you can also contact your financial institution.
- The details of your drawing arrangements are contained in the above Direct Debit Request.
- Stripe reserves the right to cancel the drawing arrangements if three consecutive drawings are dishonoured by your financial institution, and for the Merchant to arrange with you an alternative payment method. Please refer to the terms and conditions of your nominated financial institution account to see whether dishonour fees apply. The Merchant may charge additional dishonour fees in accordance with your agreement with the Merchant.