



GLANVILLE

– GOLF COURSE –

FY27 SEASON PASS DIRECT DEBIT TERMS + CONDITIONS

For your convenience, Glanville Hall Golf Course is pleased to offer you the ability to pay your annual season pass fees monthly via direct debit of your nominated bank account or credit card via Ezipay.

The FY27 monthly direct debit instalment payable for each playing category, is listed in the table below;

Membership type	Monthly Direct Debit
Adult	\$78.00
Concession	\$66.73
Junior	\$37.70

Each monthly instalment comprises 1/12th of the total sum of the FY27 annual season pass amount. **Please note that there is a once off administration fee of \$20.60 per account set up, and payable upon each new or reinstated direct debit.**

SEASON PASS INSTALMENT PLAN TERMS AND CONDITIONS

1. The annual Season Pass Instalment Plan is only available to golfers who authorise Glanville Hall Golf Pty Ltd (ABN 28 699 350 706, Trading as Glanville Hall Golf Course) to directly debit instalments from their bank account or credit card as nominated by completing the Online Direct Debit Request Form on our website; www.vvgolf.com.au
2. By electing to purchase an annual Season Pass you acknowledge that, subject to the application of paragraph 3, you agree to pay the full amount of the annual Season Pass that you have selected. You further acknowledge that on the basis that you enter into a direct debit payment arrangement, Glanville Hall Golf Course agrees to accept payment of the full amount of the annual Season Pass in twelve equal consecutive monthly installments. The first instalment is payable at the time of signing up to your season pass. Thereafter it will be 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 5th day of each month thereafter.
3. Should you wish to cancel your Season Pass within three months from signing up for your Season Pass, you agree and undertake to pay a minimum of three months in full. In the

event of notification of cancellation by you, you agree and authorise Glanville Hall Golf Course to immediately debit any outstanding amount due from your nominated account or credit card.

4. You acknowledge that there is a Direct Debit Administration Fee payable for new direct debit arrangements.
5. You acknowledge that there is a fee associated with failed direct debit attempts of \$16.39 (inc. GST) for each attempt. 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. *This fee is subject to change by our service provider.*
6. You agree to advise us of any changes to direct debit/ banking details in writing at least 14 days prior to the change occurring.
7. Annual increases in fees may apply from 1 July each financial year. Glanville Hall Golf Course will continue to debit monthly payment amounts via direct debit from the golfer's nominated bank account or credit card until such time that the golfer cancels the Season Pass Instalment Plan Authority with Glanville Hall Golf Course by notice in writing.
8. If a golfer defaults in their payment obligation to their credit provider, closes their account, or cancels their Season Pass Instalment Plan authority with Glanville Hall Golf Course, they agree to fulfil their outstanding payment obligations to Glanville Hall Golf Course through cash or cheque payment. Without limiting the debt recovery and other legal rights of Glanville Hall Golf Course, failure to fulfil this obligation may result in suspension or cancellation of access rights.

Glanville Hall Golf Course
1A Wald Avenue
Semaphore South
South Australia 5019

DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with **Glanville Hall Golf Pty Ltd ABN 28 699 350 706 (the Direct Debit User) trading as Glanville Hall Golf Course**. It explains what your obligations are when entering into a Direct Debit arrangement with us. It also details what our obligations are to you. GreenSpace Management Pty Ltd uses Ezypay as its Direct Debit service provider. Ezypay has its own customer terms and conditions which applies to all direct debit arrangements entered into through a Direct Debit Request. It is recommended that users read and understand these terms and conditions;

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 from you to enter into a direct debit arrangement and your authorization to us and our agents (Ezypay) to establish the direct debit arrangement and debit the agreed amounts from your account.

us or **we** means Glanville Hall Golf Pty Ltd ABN 28 699 350 706 trading Glanville Hall Golf Course, (the Direct Debit User) you have authorised by making 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 Ezypay. The *Direct Debit Request* (including any terms and conditions which pertain to it) 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 <i>debit day</i> falls on a day that is not a <i>banking day</i>, your <i>financial institution</i> may be directed to debit your account on the following <i>banking day</i>. If you are unsure about which day your account has or will be debited you should ask your <i>financial institution</i>.
2. Amendments by us	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 (14) days written notice sent to the preferred email or address you have given us in the <i>Direct Debit Request</i>.
3. Accounts	It is your obligation to check: (a) with your <i>financial institution</i> whether direct debiting is available from your account (as direct debiting is not available on all accounts offered by financial institutions); (b) your account details which you have provided to us are correct by checking them against a recent account statement; and (c) with your <i>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>.
4. How to cancel or change direct debits	After three months continuous direct debit payments of your Season Pass you can: (a) cancel or suspend the <i>Direct Debit Request</i>; or (b) change, stop or defer an individual debit payment at any time by giving us at least 14 days' notice. To do so, notification by writing to: Facility Manager, Glanville Hall Golf Course, 1A Wald Avenue, Semaphore South, SA 5019 or hello@ghgolf.com.au For all bank account or credit card detail changes you must contact GreenSpace, via; cerisse@greenspacemanagement.com.au who will then provide you with a secure link to update your details. Glanville Hall Golf Course or GreenSpace cannot update your personal information or financial information.
5. Your obligations	4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>. 4.2 If there are insufficient clear funds in your account to meet a <i>debit payment</i>:

	(a) you will be charged a fee \$16.39 (inc. GST) fee and your financial institution may charge you a fee; (b) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment. 4.3 You should check your account statement to verify that the amounts debited from your account are correct. 4.4 Ongoing failed attempts may result in cancellation of direct debit access rights.
6. Dispute	5.1 If you believe that there has been an error in debiting your account, you should notify us directly on email at hello@ghgolf.com.au or in writing to Glanville Hall Golf Course, 1A Wald Avenue, Semaphore South, SA 5019. Alternatively, you can contact your financial institution for assistance. 5.2 If, following your notification or query, we conclude as a result of our investigations that your account has been incorrectly debited, we will arrange for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted. 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to you accordingly by providing you with our reasons (and any evidence) for this finding in writing.
7. Confidentiality & Privacy	7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure our employees do not have access to your personal financial information. All financial information of our customers are held by Ezyppay within their PCI DSS Cloud platform. 7.2 We will only disclose information that we have about you: (a) to the extent specifically required by law; or (b) for the purposes of this agreement (including disclosing information in connection with any query or claim). 7.3 Customers should read the Ezyppay Customer Terms and Conditions and privacy policy detailing how Ezyppay stores and uses your personal information. 7.4 We will comply with the obligations in the Privacy Act 1988 (Cth) in respect of how we collect, use and share your personal information, to the extent that such legislation applies. For further information about how we collect, use and share your personal information please see our Privacy Policy.

8. Contacting each other	8.1 If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to Facility Manager, Glanville Hall Golf Course, 1A Wald Avenue, Semaphore South, SA 5019 or contact us by email at hello@ghgolf.com.au 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>. 8.3 Any notice will be deemed to have been received on the second <i>banking day</i> after sending.
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