

# ROYAL PARK GOLF COURSE

## FY25 ANNUAL PASS DIRECT DEBIT TERMS + CONDITIONS

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

The FY25 fortnightly direct debit instalment payable for each playing category, is listed in the table below;

ANNUAL PASS	FORNIGHTLY FEE 2024-25 (GST INC)
<b>7 Days</b> (Monday to Sunday playing rights)	\$39.00
<b>5 Days</b> (Monday to Friday playing rights)	\$29.30
<b>Junior</b> (Monday to Sunday playing rights)	\$26.20

Each instalment comprises 1/12th of the total sum of the FY25 annual season pass amount.

### ANNUAL PASS INSTALMENT PLAN CONDITIONS

1. By electing to purchase an annual pass you acknowledge that, subject to the application of paragraph 3, you agree to pay the full amount of the annual Pass that you have selected. You further acknowledge that on the basis that you enter into a direct debit payment arrangement Royal Park 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 5<sup>th</sup> day of each month thereafter.
2. 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 Royal Park Golf Course to immediately debit any outstanding amount due from your nominated account or credit card.

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3. You acknowledge that there is a Direct Debit Administration Fee payable for new direct debit arrangements.
4. You acknowledge that there is a fee associated with failed direct debit attempts of \$14.90 + 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.*
5. You agree to advise us of any changes to direct debit/ banking details in writing at least 14 days prior to the change occurring.
6. Annual increases in fees may apply from 1 July each financial year. Royal Park 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 Royal Park Golf Course by notice in writing.
7. If a golfer defaults in their payment obligation to their credit provider, closes their account, or cancels their Season Pass Instalment Plan authority with Royal Park Golf Course, they agree to fulfil their outstanding payment obligations to Royal Park Golf Course through cash or cheque payment. Without limiting the debt recovery and other legal rights of Royal Park Golf Course, failure to fulfil this obligation may result in suspension or cancellation of access rights.

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Royal Park Golf Course  
11 Old Poplar Rd  
Parkville Victoria 3052

## DIRECT DEBIT REQUEST SERVICE AGREEMENT

This is your Direct Debit Service Agreement with **GreenSpace Management Pty Ltd ABN 51 626 072 063 (the Debit User) trading as Royal Park Golf Course**. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. GreenSpace Management Pty Ltd uses Ezy pay as its Direct Debit service provider. Ezy pay has its own customer terms and conditions. It is recommended that users read these terms and conditions; The Contract Issuer, GreenSpace Management, acknowledges and agrees that the ownership of all tokens and member details remains with the Contract Issuer. Ezy pay, as the debit provider, will have access to these details solely for the purpose of executing direct debits as per the terms of this contract [https://www.ezypay.com/hubfs/document/AU\\_Customer\\_Terms\\_&\\_Conditions.pdf](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 (Ezy pay) to establish the direct debit arrangement *and debit the agreed amounts from your account*.

**us** or **we** means GreenSpace Management Pty Ltd ABN 51 626 072 063 *trading Little Para 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 Ezy pay. 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*.

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	<p>1.2 We will only arrange for funds to be debited from your account as authorised in the <i>Direct Debit Request</i>.</p>
	<p>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>.</p>
<p><b>2. Amendments by us</b></p>	<p>2.1 We may vary any details of this agreement or a <i>Direct Debit Request</i> at any time by giving you at least fourteen <b>(14) days</b> written notice sent to the preferred email or address you have given us in the <i>Direct Debit Request</i>.</p>
<p><b>3. Accounts</b></p>	<p>It is your obligation to check:</p> <ul style="list-style-type: none"> <li>(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);</li> <li>(b) your account details which you have provided to us are correct by checking them against a recent account statement; and</li> <li>(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>.</li> </ul>
<p><b>4. How to cancel or change direct debits</b></p>	<p>After three months continuous direct debit payments of your Annual Pass you can:</p> <ul style="list-style-type: none"> <li>(a) cancel or suspend the <i>Direct Debit Request</i>; or</li> <li>(b) change, stop or defer an individual debit payment at any time by giving us at least <b>14 days'</b> notice. <p>To do so, notification by writing to: Facility Manager, Royal Park Golf Course, 11 Old Poplar Rd, Parkville 3052.  <b>or</b> <a href="mailto:info@royalparkgolf.com.au">info@royalparkgolf.com.au</a></p> <p>For all bank account or credit card detail changes you can contact GreenSpace Management via <a href="mailto:cerisse@greenspacemanagement.com.au">cerisse@greenspacemanagement.com.au</a></p> <p>Ezypay Customer Service details; 1300 300 553 or <a href="mailto:help@ezypay.com">help@ezypay.com</a></p> </li></ul>

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<b>5. Your obligations</b>	<p>5.1 It is <i>your</i> responsibility to ensure that there are sufficient clear funds available in <i>your</i> account to allow a <i>debit payment</i> to be made in accordance with the <i>Direct Debit Request</i>.</p> <p>5.2 If there are insufficient clear funds in <i>your</i> account to meet a <i>debit payment</i>:</p> <ul style="list-style-type: none"><li>(a) you will be charged a fee \$14.90 + GST fee and <i>your</i> financial institution may charge you a fee;</li><li>(b) you must arrange for the <i>debit payment</i> to be made by another method or arrange for sufficient clear funds to be in <i>your</i> account by an agreed time so that we can process the <i>debit payment</i>.</li></ul> <p>5.3 You should check <i>your</i> account statement to verify that the amounts debited from <i>your</i> account are correct.</p> <p>5.4 Ongoing failed attempts may result in cancellation of direct debit access rights.</p>
<b>6. Dispute</b>	<p>6.1 If you believe that there has been an error in debiting <i>your</i> account, you should notify us directly on email at <a href="mailto:info@royalparkgolf.com.au">info@royalparkgolf.com.au</a> or in writing to Royal Park Golf Course, 11 Old Poplar Rd, Parkville 3052 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can contact your financial institution for assistance.</p> <p>6.2 If we conclude as a result of our investigations that <i>your</i> account has been incorrectly debited, we will respond to <i>your</i> query by arranging within a reasonable period for <i>your</i> financial institution to adjust <i>your</i> account (including interest and charges) accordingly. We will also notify you in writing of the amount by which <i>your</i> account has been adjusted.</p> <p>6.3 If we conclude as a result of our investigations that <i>your</i> account has not been incorrectly debited, we will respond to <i>your</i> query by providing you with reasons and any evidence for this finding in writing.</p>
<b>7. Confidentiality</b>	<p>7.1 We will keep any information (including <i>your</i> account details) in <i>your</i> <i>Direct Debit Request</i> 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 Ezy pay within their PCI DSS Cloud platform.</p> <p>7.2 We will only disclose information that we have about you:</p> <ul style="list-style-type: none"><li>(a) to the extent specifically required by law; or</li><li>(b) for the purposes of this <i>agreement</i> (including disclosing information in connection with any query or claim).</li></ul> <p>7.3 Customers should read the Ezy pay Customer Terms and Conditions on how Ezy pay stores and uses your personal</p>

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	information.
<b>8. Contacting each other</b>	<p><b>8.1</b> If you wish to notify us in writing about anything relating to this <i>agreement</i>, you should write to Facility Manager, Royal Park Golf Course, 11 Old Poplar Rd, Parkville VIC 3052 or contact us by email at <a href="mailto:info@royalparkgolf.com.au">info@royalparkgolf.com.au</a></p> <p><b>8.2</b> 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>.</p> <p><b>8.3</b> Any notice will be deemed to have been received on the second <i>banking day</i> after sending.</p>