



## Direct Debit Membership Terms and Conditions

Bluewater offers fortnightly direct debit memberships through a third party billing agent, Ezidebit Pty Ltd. Members can opt for Ezidebit to withdraw a set amount of money from a designated bank account or credit card every two weeks.

1. Applicants are required to complete an Ezidebit direct debit request form. In doing so applicants agree to the accompanying Ezidebit DDR Service Agreement.
2. Deductions are made from your account fortnightly on the day of signup. (Note: withdrawals may appear on your statement slightly later).
3. All payments are made in advance for the coming fortnight.
4. A non-refundable joining fee is applicable.
5. Scheduled transactions rejected by your financial institution remain payable to Bluewater and will need to be paid at customer service to enable entry through the access gates / turn styles. Please note that an **Ezidebit default fee of \$11.90** will be deducted from your account within the following 10 days. There may also be a fee charged by your financial institution. Any fees associated with a direct debit default are the responsibility of the individual.
6. If your membership fee is rejected on three consecutive attempts your membership will be automatically cancelled and you will be required to rejoin. A joining fee will apply.
7. If a direct debit default is due to administration faults, Bluewater will contact the member to request that they attend the centre to pay the outstanding amount. A customer may be asked to confirm or resubmit their direct debit details.
8. Direct debit memberships are ongoing until the membership is cancelled in writing. Request for cancellations must be made **at least 48 hours in advance (2 business days)** and must be made by completing a Membership Modification form, which is available at reception and on our website. It is the members responsibility to ensure forms are received by a customer service officer. Forms will not be accepted via email or fax without prior approval.
9. Cancellations will not be accepted via phone, fax, email or personal written letters (unless extenuating circumstances are granted).
10. Please note the terms and conditions on the EziDebit direct debit request form.
11. There is no minimum term or lock in contract period for direct debit memberships.
12. Direct debit memberships can be suspended according to the suspension period limits. The suspension period limits do not apply if your suspension is due to physical illness or injury which prevents participation at the facility in which case a medical certificate is required.
13. All suspensions must be made on a membership modification form, available at reception or online.
14. The minimum suspension term for direct debit memberships is 14 days.
15. Direct debit memberships may be upgraded or downgraded based on type and level of access e.g. from gold to platinum or from adult to family. A membership modification form must be submitted for all membership changes along with a new direct debit request form.
16. All upgraded memberships will commence from the date of the next direct debit deduction.
17. Membership modification forms will be processed within 2 business days. Please allow 2 business days for any changes to your membership fee.
18. Membership modifications involving a change in membership fee will require a new direct debit request form to be completed and signed by the applicant.
19. Members are responsible for keeping Bluewater staff informed of any changes to their direct debit details, including closure of bank accounts or credit cards.
20. Members are required to cancel their membership through Bluewater, not their financial institution alone. Defaults rejected on this basis will continue to incur a \$11.90 default fee from Ezidebit associated with the attempted transaction until proper cancellation has been made.
21. Members' financial details are treated with utmost privacy and protection. All transactions are transmitted to Ezidebit via secure integration with Bluewater's membership management software and all records are encrypted so they cannot be read. When a membership is cancelled all details are permanently deleted and a new application is required to re-establish a direct debit membership.