

National Parks Association of Queensland Inc. (NPAQ)

ABN 60 206 792 095

Direct Debit Terms and Conditions

The following terms and conditions apply when you set up a Direct Debit arrangement for donations to NPAQ.

1. We will keep all information pertaining to your Bank Account private and confidential. Information can be provided to us or to your financial institution to resolve a dispute on your behalf.
2. As a Donor you can:
 - dispute any direct debit at any time by contacting us, or your financial institution;
 - request us to alter the direct debit arrangements;
 - terminate, alter or suspend the deductions by telephone on (07) 3367 0878, not less than seven days before the next scheduled debit drawing, or by contacting your financial institution.
3. It is your responsibility as a Donor to ensure that:
 - sufficient cleared funds are available in your Banking Account on the due date. If there are insufficient funds available, the financial institution (where you hold your Banking Account) may charge you a fee;
 - the account you nominate, the Banking Account, permits direct debiting;
 - the authorisation given to draw on your Banking Account is identical to the account signing instruction held by the financial institution where your Banking Account is based;
 - you notify us if your Banking Account is transferred or closed;
 - you should check debit and credit transfers against recent account statements for your Banking Account from the financial institution.
4. We will initiate debits to your Banking Account in accordance with the instructions on the Direct Debit Request that will be held by us.
5. We will arrange your direct debit in accordance with your request within ten business days of our receipt of your Direct Debit Request.
6. Deductions will occur from as close as possible to the date that you nominate as your start date. Where the day in a month falls on a non-banking day, the debit will be processed on the prior banking day.
7. Deductions made under the authority of your Direct Debit Request will be treated as charitable donations to NPAQ.
8. NPAQ will issue you with a tax-deductible Receipt for donations after the end of the financial year in which donations are deducted from your Banking Account.
9. If two or more drawings on your Banking Account return unpaid we may cancel your Direct Debit Request without notice to you.
10. We will give you at least 14 days written notice should we vary this service agreement or our Refund Policy.