

WE ARE NOW FULLY DIRECT DEBIT!

ONCE YOU ARE SET UP, YOUR SPOT IS SECURED AND
YOU DON'T HAVE TO WORRY ABOUT MISSING OUT AGAIN!

WHY GO DIRECT DEBIT?

For your convenience and ours. There is no longer a bulk upfront payment for the term, class fees are charged fortnightly through your preferred method of payment. With direct debit, our classes will roll over from term to term. This will allow you to remain in the same class without any extra paperwork, just set and forget. You'll never need to worry about missing out on your spot come re-enrollment time!

HOW DOES DIRECT DEBIT WORK?

Direct debit payments for ongoing memberships are paid fortnightly in advance from your bank account or credit card. You can pay your fortnightly fees in advance, however your payment details need to be up to date at all times.

Payments will be deducted from your bank account or credit card every second Wednesday. These dates are pre-set and do not differ between members. Debits may take up to 4 days to come out of your account. It is your responsibility to ensure that your account can accept direct debit payments, and has sufficient fund to cover the payment on the payment day and for the 4 days following.

If there are any changes to your account details for direct debit we require notice no later than 48 hours prior to the payment being processed.

DO I HAVE TO SWITCH TO DIRECT DEBIT?

Yes, all of our gymnastics activities across the business will be switching to direct debit. Our classes will not be able to be booked without DD details.

WHAT IF I CHANGE MY MIND?

Prior to class start date, there is a 7-day cooling-off period from your date of booking. To cancel during this time you must give written notice to the club stating your intentions. We will then cancel your booking and refund your initial payment. After the class start date, PCYC's standard cancellation period applies.

Please note the annual PCYC NSW Membership and the Gymnastics NSW Registration fee is not refundable.

CAN I CHOOSE HOW OFTEN I AM DIRECT DEBITED?

No, our system only does fortnightly Direct Debits. We are unable to do weekly or monthly debits.

IS IT MORE EXPENSIVE TO BE ON DIRECT DEBIT?

No, it is not more expensive to be on Direct Debit. For the customer, instead of paying the term cost upfront, it is split into affordable fortnightly payments. A term of gymnastics fees will be split into fortnightly payments, changed throughout the term.

WHAT IF MY PAYMENT FAILS?

Upon a failed direct debit, a Dishonour Fee will be applied to your account. You will need to pay this at reception. It cannot be added to your future direct debit.

WHAT CAN I PAY UPFRONT?

Moving forward upfront payments will only be taken for PCYC Annual Membership Fees, and select one off and/or casual classes. Merchandise, competition fees and canteen items will remain payable upfront. Registration Fees will be added to your Direct Debit payment in February each year for ongoing participants.

MULTIPLE FAMILY MEMBERS ATTEND YOUR PCYC, AND ENGAGE IN DIRECT DEBIT ACTIVITIES. CAN I USE THE SAME DDR FORM FOR ALL OF US?

Yes, you can use the same form for multiple family members who attend our gymnastics program.

IS MY INFORMATION SECURE?

PCYC & DebitSuccess agree that it will make reasonable effort to keep any of your information contained in the DDR confidential and secure, and will ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure. All staff has been trained in the safe handling and storage procedures of confidential information, in line with Australian privacy laws. PCYC & DebitSuccess will only disclose information that we have available to you to the extent specifically required by law or for the purpose of this agreement.

CAN I STILL USE MY CREATIVE AND ACTIVE KIDS VOUCHERS IF I'M ON DD?

Creative and Active Kids vouchers may be utilised on select activities. These will be processed as an upfront payment, are non-refundable & may be subject to time limits / use by dates once applied. The debits will take from the vouchers until there are none left before charging your payment method.

WHAT IF I HAVE CREDIT ON MY ACCOUNT?

If your student or family account is in credit, your child's class fees will deduct firstly from your credit, until it is exhausted. Once the credit has been used up, it will deduct any remainder fees due from your nominated account.

CAN I STILL BOOK MAKEUP CLASSES WHILE ON DIRECT DEBIT?

Makeup classes are complementary and are offered pending availability in any classes of suitable skill level across the program. If all suitable classes are fully booked we will be unable to offer a makeup class.

WHAT IF I WISH TO CANCEL MY CLASS?

You may cancel your child's perpetual classes by giving PCYC 30 days written notice. You are required to make all payments that fall within this period. Perpetual classes in arrears cannot be cancelled until the account is in good standing.

WHAT IF THE PCYC DIRECT DEBIT AGREEMENT CHANGES?

We reserve the right to change or adjust the terms and conditions. We will notify all members with 30 days notice of any changes to our terms and conditions. We reserve the right at any time to increase the fees charged and will use reasonable endeavours to give written notice to your listed contact details (email address) at least one month prior to the increase.