

AUSTRALIA ZOO WILDLIFE WARRIORS WORLDWIDE and WILDLIFE WARRIORS USA

MONTHLY GIVING SERVICE AGREEMENT

TERMS AND CONDITIONS

Monthly Donations

Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account. You should check your account statement to verify that the amounts debited from your account are correct.

Changes and cancellations

If you wish to cancel, defer or alter a debit payment you must notify us by calling 07 5436 2026 at least 3 business days before the next donation due date being the 15th of each month.

Please provide details of your donation agreement, such as name, address, and supporter number, for ease of processing.

General Terms

Donations to Australia Zoo Wildlife Warriors Worldwide of \$2 and over may be tax deductible. Donations to Wildlife Warriors USA are tax deductible to the extent allowed by law. This will be identified in the relevant appeal details online or by calling on 07 5436 2026 for Australian and International donors or +1 541 687 46788 for USA donors it will also appear on your tax receipt. Ongoing monthly donations are tax deductible and will be receipted at the end of the financial year. Donations made from countries other than Australia or USA may be subject to currency exchange variations depending on the current exchange rate.

Disputes and Refunds

All complaints, grievances and disputes will be treated seriously, quickly and in a timely manner, having due regard to procedural fairness and confidentiality. All parties are required to participate in the dispute resolution process in good faith. If you believe that there has been an error with your donation, you should notify us directly on 07 5436 2026 and confirm such notice in writing addressed to: The Donor Relations Officer, P.O. Box 29, 1638 Steve Irwin Way Beerwah QLD 4519 or by email at info@wildlifewarriors.org.au as soon as possible so that we can resolve your query quickly. All communications should be directed to Australia Zoo Wildlife Warriors Worldwide in the first instance so that we can attempt to resolve the matter. If you are not satisfied with the outcome you may refer it to your financial institution to obtain details of the disputed transaction.

Credit Card Request Service Agreement

I authorise Australia Zoo Wildlife Warriors Worldwide to deduct the nominated amount from my credit card on receipt of this form. If I have selected to make a periodic donation (e.g. monthly, quarterly, half yearly or annually) then I authorise Australia Zoo Wildlife Warriors Worldwide to automatically deduct the nominated amount on a regular basis as prescribed through the Bulk Electronic Clearing System. Authorisation for periodic debits is to remain valid until revoked by either myself or Australia Zoo Wildlife Warriors Worldwide.

Direct Debit Request Service Agreement

I/We authorise Australia Zoo Wildlife Warriors Worldwide to arrange for the nominated amount to be debited from my/our account at the financial institution I have specified and as prescribed through the Bulk Electronic Clearing System. If I have selected on this a periodic donation (e.g. monthly, quarterly, half yearly or annually) then I have authorised Australia Zoo Wildlife Warriors Worldwide to deduct the nominated amount on a regular basis. This authorisation shall remain in force in accordance with the terms described in the service agreement below:

1. Direct Debit is not available on the full range of accounts. If in doubt, please refer to your financial institution. Direct Debit may only be available to Australian residents.
2. You are advised to check your account details by contacting your financial institution.
3. Should you have any queries or dispute the debit item, please contact Australia Zoo Wildlife Warriors Worldwide in the first instance, rather than your financial institution. This should be done at least 3 business days prior to the next scheduled drawing date.
4. If you do not receive a satisfactory response from Australia Zoo Wildlife Warriors Worldwide to your dispute, contact your financial institution and refer to their banking guidelines.
5. Your records and account details will be kept private and confidential, except that information provided to our financial institution to initiate the drawing from your nominated account.
6. Your personal details will be disclosed only if agreed to by yourself or to a financial institution if a claim is made for an alleged or wrongful debit.

Your Privacy

Australia Zoo Wildlife Warriors Worldwide upholds respects and is committed to your privacy. The personal information you provide will remain private and will only be used for the purposes outlined here.

Australia Zoo Wildlife Warriors Worldwide will not share, sell, lend or rent your personal information for use by other parties.

If you have signed up as a Wildlife Warrior periodic donor, we will mail you a receipt with a total of all your donations at the end of the financial year. If you have made a one-off donation, we will email or mail a printed receipt as soon as it is processed. If you have any questions, please feel free to contact us. Should we feel the need to get in touch with you regarding your donation arrangement, we may do so by mail, email or telephone.