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[norpa.org.au](http://norpa.org.au)

## Support the NORPA Foundation.

It's unique to have the work and programs NORPA provides available in a regional community. Your support will ensure NORPA can continue to inspire and lead the transformation of regional theatre-making.

Donations to the NORPA Foundation support three key areas:

### **New works: We are makers**

Creating **new works** inspired by place.

### **Education: We inspire young people**

Delivering our **Youth Theatre Program** to over 5,000 primary and secondary school students across the Northern Rivers.

### **Indigenous: We make shows with First Nations People**

Supporting **First Nations** artists through residencies, workshops and development of new works.

Choose your annual NORPA Foundation donation:

**FRIEND** donations \$100 – \$999  
**MEMBER** donations \$1,000 – \$4,999  
**PATRON** donations \$5,000 and over

All donations to the NORPA Foundation are tax deductible.

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Address: \_\_\_\_\_

### **CREDIT CARD AUTHORITY for NORPA FOUNDATION**

NORTHERN RIVERS PERFORMING ARTS INCORPORATED Trading as NORPA

Name on Card: \_\_\_\_\_ Card Type:  VISA  MASTERCARD

Card Number: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Expiry Date: \_\_\_\_ / \_\_\_\_ CVC Number: \_\_\_\_

Amount: \$ \_\_\_\_\_ Purpose: **Donation**

Frequency:  Once Only  Annually  Monthly  Twice Monthly

Date to be Debited:  1st of month  15th of month  Both 1st & 15th of month

First Payment to Commence: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

No end date or Last Payment Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

# CREDIT CARD AUTHORITY SERVICE AGREEMENT

## OUR COMMITMENT TO YOU

This document outlines our service commitment to you, in respect of the Credit Card Authority arrangements made between Northern Rivers Performing Arts Incorporated ABN 49 494 290 476 and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

For the purposes of this Agreement, the term 'Credit Card Authority' includes debits made through either your credit card or bank account.

### Initial terms of the arrangement

In terms of the Credit Card Authority arrangements made between us and signed by you, we undertake to periodically charge your nominated card for the agreed amount as a donation to the Northern Rivers Performing Arts Incorporated.

### Drawing arrangements

- If any charging falls on a non-business day, it will be debited to your account on the next business day following the scheduled charge date.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made.
- If you wish to discuss any changes to the initial terms, please contact us on 1300 066 772 or [accounts@norpa.org.au](mailto:accounts@norpa.org.au). Please note, that we need to be informed of any changes at least three (3) business days prior to the next payment date.

## YOUR RIGHTS

### Changes to the arrangement

If you want to make changes to the drawing arrangements, please contact us on 1300 066 772 or [accounts@norpa.org.au](mailto:accounts@norpa.org.au). Please note, that we need to be informed of any changes at least three (3) business days prior to the next payment date. These changes may include:

- Deferring the payment
- Altering the schedule
- Stopping an individual credit card charge
- Suspending the Credit Card Authority
- Cancelling the Credit Card Authority completely

If you wish to notify us in writing about anything relating to this agreement, you should write to Northern Rivers Performing Arts (NORPA) PO Box 225 Lismore NSW 2480.

### Enquiries

Direct all enquiries to us, rather than to your financial institution, these should be made at least three (3) business days prior to the next scheduled payment date. All communication to us should include your full name and address details.

### Privacy

Your personal information held by us will be kept confidential except that information provided to our financial institution to initiate the charge to your nominated card.

### Confidentiality

We will keep any information (including your card details) in your Credit Card Authority confidential. We will make reasonable efforts to keep any such information that we have about you secure and to 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 of that information. We will only disclose information that we have about you; a) To the extent specifically required by law; or b) For the purpose of this agreement (including disclosing information in connection with any query or claim).

### Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by calling us on 1300 066 772 or emailing [accounts@norpa.org.au](mailto:accounts@norpa.org.au)

If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:

- Within five (5) business days (for claims lodged within 12 months of the disputed drawing)
- Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the charge amount if we cannot substantiate the reason for the charge.

## YOUR COMMITMENT TO US

### It is your responsibility to ensure that:

- Your nominated card is activated; and
- On the nominated payment date there is sufficient cleared funds for the nominated card; and
- You advise us if the nominated card is transferred or closed.

If your payment is returned or dishonoured by your financial institution, you are responsible for any fees and/or interest your financial institution may charge you.