

## Direct Debit Day Changeover

### FAQ's

On Thursday, **6 March 2025** Kwinana Recquatic will be moving all current direct debit memberships to a single day each fortnight (every second Thursday).

#### What is the new payment schedule?

The first direct debit date for this change is Thursday 6 March 2025 and will be every fortnight from this date.

Below outlines the schedule for the next six payments for context:

- 6 March
- 20 March
- 3 April
- 17 April
- 1 May
- 15 May

And every two weeks after this.

#### Why is this happening?

With our recent software and debit provider changeover we no longer have the facility to offer the choice of direct debit days for memberships.

All new memberships since the roll out of this new software are on a single day per fortnight direct debit.

Instead of bombarding our loyal members with a lot of new things when we rolled out our new software, we were able to facilitate a grace period for our direct debit memberships, but we have now reached the stage where we need to facilitate this change.

I need my debit day to be the one I picked/ My pay comes when my debit is organised/ I cannot afford to pay on this day.

We completely understand that this is an adjustment.

The benefit though of our new software is that you can directly manage your payments through our on-line portal.

<https://recquatic.perfectgym.com.au/ClientPortal2/#!/Login>

From here you can check the status of your account or even pay in advance for your membership giving you full control of your account.

We can take payments for memberships over the counter as well for added convenience.

For more information on how to use our on-line portal please visit:

<https://recquatic.com.au/memberships/my-account>

What do I need to do?

There is nothing you need to do. We will organise the changeover automatically.

What does this mean for my payment leading into the changeover, I don't want to be paying extra? / Will there be a pro-rata payment during changeover?

Depending on your current payment schedule it is likely that there will be a pro-rata payment in the lead up to the debit day change to bring you in line with the new payment schedule.

Rest assured we are not looking to charge extra during the change and our system will calculate the correct payment amount leading into the new debit day.

## My membership is currently on a Freeze, how does this affect me?

If your membership is on a Freeze during the changeover period, it will still be a smooth transition to the new payment day when your membership comes off Freeze for the next debit.

## Are you allowed to do this?

As per our membership terms and conditions which each member needs to sign on commencement of their Kwinana Recquatic membership, we can alter the terms of the membership agreement as long as we give members at least 14 days' notice.

We have ensured to give our members more than the required amount of notice to assist with this transition period and to help with any enquiries.