



Ace Parking Pty Ltd

5-7 Paran Place, Glen Iris, Victoria 3146

T: (03) 9886 0549 F: (03) 9886 9490 W: www.aceparking.com.au

Office Use Only:
Account N°:

ALL LINES MUST BE FILLED IN TO BE ACCEPTED

Date of Application _____ Telephone (____) _____ Business
Account Name _____ Mobile
Contact Name _____ (____) _____ After Hours (Home Ph)
Billing Address _____ (____) _____ Fax
Suburb _____ State _____ Post Code _____ ABN (if applicable)
Email Address _____ Drivers Licence No. _____

Car Park _____ Commencement Date _____
No. of Car Spaces Required _____ Unreserved / Reserved Bay No. _____

Access Card Sent by: ☒ **Express Post (A fee of \$8.25)** ☐ In-person at Ace Parking Head Office (No Charge)

Monthly Parking Fee per vehicle inc. 10% GST	Government Parking Levy	Set-up / Access Device / Permit per vehicle inc. 10% GST	Total	Initial Payment	Total Outstanding to be Invoiced	Payment Method
		\$25.00				

Drivers Name	Registration Number	Make	Model	Access Device Number	ID Card Number	Other Information

Payment Methods



ELECTRONIC TRANSFER: BSB: 033 086 Account: 152 371 – use client or account name as reference.
(Failure to reference payments with client names may cause payments not to be recognised)



DIRECT DEBIT: Credit Card or Bank Account – a Direct Debit Request (DDR) form must be filled in and returned.
Available for once off or automatic reoccurrence. Please note: MasterCard and Visa accepted.

TERMS & CONDITIONS

FULL CONTRACTUAL TERMS AND CONDITIONS ARE DISPLAYED AT THE CAR PARK

1. Parking Fees and Charges

- 1.1 The first months parking fee(s), access pass charge (if applicable) and establishment fee are all payable to the company on or before the commencement date.
- 1.2 The Parking Fee is billed approximately on the 10th of each month or the closest business day. Payment must be received by Ace Parking Pty Ltd. on or before the 1st of the month for which the fee applies.
- 1.3 The company may vary the Parking fee at any time by giving the parker 21 days written notice of the alteration.
- 1.4 Any expense or cost incurred by the company in the recovery of outstanding monies, including debt collection fees and legal costs shall be paid by the parker.
- 1.5 A fee of 11% per account, per month in way of a late fee will be applied to all accounts not paid by the due date.
- 1.6 The company reserves the right to refuse entry.

2. Access Device / Passes

- 2.1 All access devices, key cards or identification issued by the company remain the property of the company and must be returned at the termination date of this agreement.
- 2.2 The parker must pay the amount charged by the company for the replacement of a lost or damaged access device or dash pass. If dash passes are not displayed on the dashboard, payment notices may be incurred.

3. Termination

- 3.1 This agreement may be terminated by either party giving **one (1) calendar months written notice** to the other at any time.
- 3.2 The company may, at its discretion, accept one (1) months parking fee in lieu of notice by the parker.
- 3.3 The company may terminate the agreement immediately including any access devices, if the parker is in breach of this agreement and fails to rectify that breach as required by the company.

Account Holder Acceptance (if a Company Account, Signed on behalf of, as an authorised representative).

Signature _____ Witness _____
Print Name _____ Print Name _____
Date _____ Date _____

Signed for and on behalf of Ace Parking Pty Ltd. Print Name _____
Signature _____ Date _____



Direct Debit Request (DDR)

Request for debiting amounts from your bank account and crediting them to your Ace Parking Account via the direct debit system. Please fill in all fields in clear print for prompt processing.

PART A – Customer Details

Please ensure your account details are correct by checking them against a recent account.

Name in which the account is held	Contact Name	
<input type="text"/>	<input type="text"/>	
Billing Address	Ace Parking Account Number	
<input type="text"/>	<input type="text"/>	
Suburb	State	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

PART B – Bank Account or Credit Card* Details to be debited

Name of Financial Institution where account is held	Visa	Mastercard
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch name	Card Number	
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Name of Account to be debited	Name on card	
<input type="text"/>	<input type="text"/>	
BSB Number	Expiry Date	
<input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	
Account Number		
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		

*Bank Accounts attract a Processing Fee of \$2.00 per transaction

*Credit Cards attract a Merchant Fee of 3% per transaction

PART C – Schedule

Frequency (Please Tick One)

☐

Monthly

- Monthly payments will be charged on the 1st of each month or the closest business day that the fees and charges apply to;
- No late fees can be incurred through this process;

☐

Once Off

- One Off payments will be debited / charged on receipt of this form; and
- Once Off payment will incur a \$3.00 administration fee.

PART D – Authorisation

I/We authorise and request Ace Parking Pty Ltd (082 604 840) to arrange for funds to be debited from my/our nominated account at the financial institution identified above according to the specified schedule and attached Direct Debit Agreement for the outstanding amount of the above listed Ace Parking account.

By signing below, I acknowledge that I have read and that I agree to the terms and conditions displayed within the car park, within this form and each account.

Signature of Account / Credit Card Owner & Holder

Date

Signature of Authorised Representative for the Account

Date



Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions on which you have authorised us, Ace Parking Pty Ltd, to automatically deduct amounts that become payable to your Ace Parking Account from your bank account at your financial institution. Your *Direct Debit Request* ('DDR') authorises us to arrange for the payment of amounts due to us, and at the times required, for parking, related fees and charges you have incurred in your use of Ace Parking.
2. Direct Debit is not available on all bank accounts. If you are unsure as to whether direct debit is available on your account, you should check with your bank. You should also check your account details against a recent statement from your bank.
3. We can amend this Direct Debit Request Service Agreement at any time after giving you a minimum of 14 days notice.
4. You can cancel, vary, defer or suspend the *DDR*, or stop an individual debit from taking place under this agreement by contacting us in writing of your request. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made.
5. If a payment due date falls on a weekend or a Victorian or national public holiday, the debit will be processed on the next business day. If you are unsure as to when a debit will be processed, you should ask your bank.
6. You must ensure that you have sufficient clear funds available in your nominated account on the due date to permit the payment under the *DDR*. If funds are not available, you will need to arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee. A second attempt may occur after four (4) business days.
7. If Ace Parking Pty Ltd incur any bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge on your Ace Parking Account.
8. If you believe that a debit has been made incorrectly you should contact us. We will then attempt to resolve the issue immediately or agree on a time to get back to you. If you are not happy with our response, we will advise you of further options.
9. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.
10. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account and Ace Parking Pty Ltd is advised if your account is transferred or closed.



10 Most FAQs for Monthly Account Parking

1. Your completed application for parking will be processed usually within 24 hours of receipt by our accounts team.
2. A Pro Rata invoice for any part month's parking will be emailed to you at the time your account is processed and is due within 7 days.
3. Payment of your monthly account is due on or before the 1st of each month. Late fees do apply if your account is not paid on time and your parking access may also be suspended by us.
4. Invoices are issued via email to your preferred email account on the 10th of each month (or next business day) prior to the applicable month of parking. This provides approximately 21 days to make payment.
5. You are entering into a monthly parking agreement and all cancellations require one month's written notice, via fax or email.
6. Your Ace Parking, parking permit / pass may take several days to arrive by mail. In the interim a permit number will be provided for you to use during this period.
7. Your Ace Parking permit is transferable from one vehicle to another at any time without our permission, however the permit must be displayed on the dashboard at all times whilst in the car park. Under no circumstances can a permit be copied or duplicated and only original permits issued from Ace Parking are valid.
8. All car parks are patrolled by an independent patrol company for your safety and security.
9. Most of our car parks are open for your use 24/7.
10. In line with our Environmental Policy, Ace Parking prefers the use of email where possible; we would appreciate your assistance in this effort to reduce our environmental footprint.