

Important information regarding your Direct Debit Request

1. Debiting your account:

- (a) By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.
- (b) We will arrange for funds to be debited from your account as authorised in the Direct Debit Request.

2. Amendments by you:

- (a) If you change your mind, you may amend or stop a direct debit payment initiated by Entertainment Masters under this authority by giving written notice to the Bank prior to the Direct Debit being paid by the bank.

3. Your obligations:

- (a) It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Authority.
- (b) Please note, if there are insufficient clear funds in your account to meet a direct payment you may be charged a fee by your financial institution. This will also cause delays in processing your order, in which case, you will be required to arrange for the debit payment to be made or arrange for sufficient clear funds to be in your account for re-billing.
- (c) You should check your account to verify that the amount debited from your account is correct.

4. Dispute:

- (a) If you believe that there has been an error in debiting your account, you should notify Entertainment Masters and confirm in writing as soon as possible so that we can resolve your query promptly.

5. Accounts:

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement.