

Please complete and return to:  
Virgin Australia Airlines  
Finance Department  
newaccountregistrations@virginaustralia.com



Virgin Australia Airlines  
PO Box 1034  
Spring Hill QLD 4004  
AUSTRALIA

New Zealand Travel Agent Application for account checklist	
PLEASE ENSURE ALL INFORMATION IS PROVIDED BEFORE SUBMITTING APPLICATION	
Virgin Australia Code (Non BSP) (if applicable)	<input type="checkbox"/>
Travel agency licence number	<input type="checkbox"/>
Valid GST & Registration number	<input type="checkbox"/>
Valid IATA number or TIDs	<input type="checkbox"/>
Directors/Proprietors	<input type="checkbox"/>
Confirmation of bank name and number (New Zealand Direct Debit Service Agreement to be signed and page 3 stamped by financial institution – <b>N.B</b> <b>Applications not accompanied by the stamped agreement will NOT be processed)</b>	<input type="checkbox"/>

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New Zealand Travel Agent Application			
APPLICANT INFORMATION			
Please indicate account type: Group Sales Account <input type="checkbox"/>			
Please indicate whether this is an application for an: New Account <input type="checkbox"/> API Account <input type="checkbox"/>			
APPLICANT INFORMATION			
Virgin Australia Code (Non BSP):			
Group / Franchise (AMEX, NIATA, Harvey World):			
Applicant's Full Name:			
Business Full Name:			
Company Number:		GST No:	
Travel Agency's Licence No.:		IATA/TIDs No:	
Business Address:			
City:		State:	Postcode:
Postal Address:			
City:		State:	Postcode:
Phone:		Fax:	
E-mail Address for Administrator:			
E-mail Address for Account Statements:			
Type of Business:		How long business established:	
Annual Turnover:			
DIRECTORS / PROPRIETORS			
1.	Name:		Phone:
	Address:		
	City:		State:      Postcode:
2.	Name:		Phone:
	Address:		
	City:		State:      Postcode:



## New Zealand Travel Agent Application for Credit Account

ABN 360 906 709 65



### DIRECT DEBIT REQUEST SERVICE AGREEMENT

#### DEFINITIONS

Any proposed changes to details set out on the application form (including but not limited to any changes in ownership or directors) the Applicant must notify Virgin Australia in writing no later than 14 days prior to any proposed changes.

The Applicant confirms that the information provided above is correct and agrees to terms of the Agency Agreement.

The applicant agrees that Virgin Australia may give to and seek from any credit providers named in this credit application and any credit providers that may be named in a credit report issued by a credit reporting agency information about its credit arrangements. The Applicant understands that this information can include any information about its credit worthiness, credit standing, credit history or credit capacity that credit providers are to give or receive from each other under the privacy Act.

The Applicant understands the information may be used for the following purpose:

- To assess any application for credit.
- To notify other credit providers of a default.
- To assess its credit worthiness.

This information provided above is to the best of my knowledge, and belief, true and correct. I warrant that I have read the terms and conditions of this proposal and have the authority to sign it. Signed for and on behalf of:

Name:

Title:

Signature (Director, General Manager or Partner only):

Date:

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### DIRECT DEBIT REQUEST SERVICE AGREEMENT

#### DISPUTES

If you believe that there has been an error in debiting your account, you should notify us directly via e-mail at [accounts@virginaustralia.com](mailto:accounts@virginaustralia.com) and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly.

If we conclude, as a result of our investigations, that your account has been incorrectly debited we will request your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we conclude as a result of our investigations that your account has not been incorrectly debited we will provide you with reasons and any evidence for this finding.

Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between you and us. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

#### ACCOUNTS

You should check:

- 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;
- your account details which you have provided us are correct by checking them against a recent account statement; and
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

#### CONFIDENTIALITY

We will keep any information (including your account details) in your Direct Debit Request 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 we have about you:

- to the extent specifically required by law; or
- for the purpose of the Agreement (including disclosing information in connection with any query or claim).

#### NOTICE

If you wish to notify us in writing about anything relating to this Agreement you should write to:

Virgin Australia Airlines  
Attention Accounts Department  
PO Box 1034  
Spring Hill QLD 4004

We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

Any notice will be deemed to have been received two business days after it is posted.



## New Zealand Travel Agent Application for Credit Account

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### DIRECT DEBIT REQUEST SERVICE AGREEMENT

#### AUTHORITY TO ACCEPT DIRECT DEBITS (Not to operate as an assignment or agreement)

Authorisation Code

0	3	1	1	0	0	9
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(User Number)

Customer (Acceptor) to complete Bank / Branch Number & Account Number & Suffix of Account to be debited.

--	--	--	--	--	--

Bank Branch Number

--	--	--	--	--	--	--	--	--	--

Account Number

--	--

Suffix

Name of Account:

GST number:

Company registration no:

Bank Branch:

Address (PO Box):

Town / City:

Date:

I / We authorise you until further notice in writing to debit my / our account with you all amounts which:

**Virgin Australia Airlines Pty Ltd**  
(hereinafter referred to as the Initiator)

the registered Initiator of the above Authorisation Code, may initiate by Direct Debit.

I / We acknowledge and accept that the bank accepts this authority only upon the conditions listed on this form.

Authorised Signature(s):

Address:

City:

State:

Postcode:

E-mail:

Fax:

Date:

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### DIRECT DEBIT REQUEST SERVICE AGREEMENT

#### CONDITIONS OF THIS AUTHORITY TO ACCEPT DIRECT DEBITS

##### 1. The Initiator:

(a) Has agreed to give advance notice of the net amount of each Direct Debit and the due date of the debiting **at least\*... business days before** the date when the Direct Debit will be initiated. This advance notice must be provided either:

- (i) in writing; or
- (ii) by electronic mail where the Customer has provided written consent to the Initiator

The advance notice will include the following message:- "The amount \$....., will be direct debited to your Bank account on (initiating date)."

\* minimum 2 business days.

(b) May, upon the relationship which gave rise to this Authority being terminated, give notice to the Bank that no further Direct Debits are to be initiated under the Authority. Upon receipt of such notice the Bank may terminate this Authority as to future payments by notice in writing to me/us.

##### 2. The Customer may:-

- (a) At any time, terminate this Authority as to future payments by giving written notice of termination to the Bank and to the Initiator.
- (b) Stop payment of any Direct Debit to be initiated under this authority by the Initiator by giving written notice to the Bank **prior** to the Direct Debit being paid by the Bank.
- (c) Where a variation to the amount agreed between the Initiator and the Customer from time to time to be direct debited has been made without notice being given in terms of 1(a) above, request the Bank to reverse or alter any such Direct Debit initiated by the Initiator by debiting the amount of the reversal or alteration of the Direct Debit back to the Initiator through the Initiator's Bank, PROVIDED such request is made not more than 120 days from the date when the Direct Debit was debited to my/our account

##### 3. The Customer acknowledges that:-

- (a) This authority will remain in full force and effect in respect of all Direct Debits passed to my/our account in good faith notwithstanding my/our death, bankruptcy or other revocation of this authority until actual notice of such event is received by the Bank.
- (b) In any event this authority is subject to any arrangement now or hereafter existing between me/us and the Bank in relation to my/our account.
- (c) Any dispute as to the correctness or validity of an amount debited to my/our account shall not be the concern of the Bank except in so far as the Direct Debit has not been paid in accordance with this authority. Any other disputes lies between me/us and the Initiator.
- (d) Where the Bank has used reasonable care and skill in acting in accordance with this authority, the Bank accepts no responsibility or liability in respect of:

\_\_\_the accuracy of information about Direct Debits on Bank statements

\_\_\_any variations between notices given by the Initiator and the amounts of Direct Debits

- (e) The Bank is not responsible for, or under any liability in respect of the Initiator's failure to give written advance notice correctly nor for the non-receipt or late receipt of notice by me/us for any reason whatsoever. In any such situation the dispute lies between me/us and the Initiator.

##### 4. The Bank may:-

- (a) In it's absolute discretion conclusively determine the order of priority payment by it of any monies pursuant to this or any other authority, cheque or draft properly executed by me/us and given to or drawn on the Bank.
- (b) At any time terminate this authority as to future payments by notice in writing to me/us.
- (c) Charge its current fees for this service in force from time-to-time.