



## Catalan Soccer – Direct Debit FAQs

### **Q. Why do I need to pay by Direct Debit?**

A. Direct Debit is Catalan Soccer's preferred payment method for all half term and full-term membership payments. It allows us to keep our administration costs and in turn, our membership fees as low as possible.

### **Q. When will payments be taken from my account?**

A. Membership fee payments will be taken from your account on a half termly or full termly basis. Typically, this is two weeks before the end of the current half term. We will email you a minimum of 14 days in advance to let you know the exact date and amount.

### **Q. How much will you take from my account?**

A. The number of weeks in the school term, the day of the week your child attends or whether you receive a sibling or multi-session discount will all affect the payment amount. Rest assured you'll always know two weeks in advance of any payments being taken.

### **Q. When do I need to sign up by?**

A. You'll find the first payment date on your Direct Debit Signup email. We need your instruction set up 14 days before that date.

### **Q. Will I be charged if my Direct Debit payment bounces?**

A. We will apply a small fee of £5.00 to your account if your Direct Debit bounces. This is to cover the costs we incur from the Direct Debit provider and our additional administration time.

### **Q. Will I be charged for cancelling my Direct Debit?**

A. As above, we will apply a small fee of £5.00 to your account if your Direct Debit is cancelled by you. This is to cover the costs we incur from the Direct Debit provider and our additional administration time.

### **Q. What if I want to make a change to my child's weekly Catalan class membership?**

A. Simply contact us by email, no less than 10 days before the payment collection date and we'll make the necessary amendments on our system.

### **Q. What should I do if I don't want to enter my details online?**

A. A paper Direct Debit mandate form can be filled in at your child's next class or you can complete the instruction over the telephone by calling our office.



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**Q. What happens if Catalan Soccer takes the incorrect amount from my bank account?**

A. You'll always be notified in advance of the amount being taken from your account but in the unlikely event of an error the Direct Debit Guarantee gives you peace of mind in knowing that your bank will refund any money which has been taken from your account without your prior consent. If a mistake has been made you'll get your money back – guaranteed.

<https://www.smartdebit.co.uk/what-is-the-direct-debit-guarantee/>

**Q. What if my child is no longer able to attend their current Catalan class? Should I cancel my Direct Debit?**

A. If you'd like to make any changes to or discuss ceasing your child's membership we ask that you contact us before cancelling the instruction with your bank. We can usually find an alternative class or arrange catch up sessions, if your child is expecting to miss a few classes due to other commitments for example (as per our Terms of Membership).

**Q. I'm unsure about filling in the form, I don't want to get it wrong. Can someone help me with it?**

A. The online Direct Debit application is very simple and straightforward and is very similar to ones you've probably set up before for other payments. If you are having issues completing the form, please let us know and we will be happy to give you a call to talk you through it.

**Q. Why have I been redirected to a different company's website?**

A. Our chosen Direct Debit provider is a company called SmartDebit. They are a well-established and industry leading provider within the children's activity/leisure sector. When you click the link, you will be sent to SmartDebit's Secure Portal to enter your details and complete the Direct Debit Instruction.

**Q. Do SmartDebit have access to my personal information?**

A. As a Direct Debit provider, SmartDebit have access to the information that you submit through their secure portal, which is held safely and securely on their system. SmartDebit will only use this information for its intended purpose and will not contact you for marketing purposes, in line with GDPR legislation.

SmartDebit's Compliance and Privacy Policies can be found here:

<https://www.smartdebit.co.uk/about-us/compliance/>

<https://www.smartdebit.co.uk/privacy/>

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