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| **About DAISY players** |

**What does DAISY stand for?**

Digital Accessible Information System.

**What is a DAISY player?**

A DAISY player is a compact unit that and allows you to read your library materials from start to finish just like a print book.

DAISY automatically connects to the Vision Australia online catalogue (via wifi or 3G) and immediately plays your selected books, magazines, newspapers, podcasts, radio and more.

DAISY players bookmark pages and chapters to make it easy for you to navigate, and resumes play from when you last listened.

**Rent a DAISY player**

Wifi and 3G players are available for rent (see overleaf).

**Wifi DAISY player**

Choose this if you **have your own** wifi internet connection. Your reading choices are sent to the player via your wifi connection.

**3G DAISY player**

Choose this if you **don’t** have your own internet connection. Your reading choices are sent to the player using the OPTUS mobile phone network via a 3G connection in the player.

**No wifi or reliable internet access or mobile phone coverage**

Call us on 1800 005 965 to discuss alternatives.

**Alternatives to DAISY players**

You can also use your smart phone, ipad/tablet, compatible CD/DVD player, MP3 player or computer to access the library online catalogue and your reading materials. This means you may not need to rent or buy a DAISY.

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|  **DAISY player service agreement**  |

 **Our commitment to you**

This document outlines the Vision Australia Information Library Service commitment to you, in relation to the Direct Debit Request (DDR) arrangements you have made with Vision Australia.

It sets out your rights, our commitment to you and your responsibilities with where you should go for assistance.

**Initial terms of the arrangement**

In terms of the DDR arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for rental in our DAISY Player Rental Scheme.

**Direct Debit Drawing arrangements**

* Drawings under this monthly Direct Debit arrangement from your bank account will occur on the last Thursday of each month.
* Drawings under this monthly Credit Card payment arrangement will occur on the same day each month, starting from the day your membership is activated.
* If any drawing is due on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
* We will give you at least 2 months’ notice in writing when changes to the initial terms of the arrangement are made. This notice will state any changes to the initial terms.
* If you wish to discuss any changes to the initial terms, please contact the Library on **1800 005 965**.

**Your rights**

**Changes to the arrangement**

If you want to make changes to the drawing arrangements, contact the Library on **1800 005 965**. A written request may be required from the signatory. These changes may include:

* Altering the schedule; or
* Stopping an individual debit; or
* Cancelling the DDR completely

Please allow 14 days notice for cancellation of the rental agreement. If the player is not returned within the 14 days the rental fee will continue until the player has been returned and received by the Library.

**Refund policy**

* A refund shall only be available where there is more than 6 months remaining on the contract. No refund shall be made if the amount owing is less than $30.00 in total.
* A refund may be available for service unavailability upon request.

**Enquiries**

Direct all enquiries to the Vision Australia Information Library Service, rather than to your financial institution. These should be made at least five working days prior to the next scheduled drawing date. All communication addressed to us should include your contact details.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

**Disputes**

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the Library on **1800 005 965** during business hours. You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

**Your commitment to us**

It is your responsibility to ensure that:

* Your nominated account can accept direct debits (your financial institution can confirm this); and
* On the drawing date there are sufficient cleared funds in the nominated account; and
* You advise us if the nominated account is transferred or closed.
* If a monthly payment is not honoured the library will contact the client to request the return of the player. If the player is not returned after three requests an account for the value of the player will be sent
* If an annual payment is not renewed the library will contact the client to request the return of the player. If the player is not returned after three requests an account for the value of the player will be sent.
* Please retain this document for future reference.

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|  **DAISY player rental agreement** |

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| --- | --- |
| Title | [ ] Mr [ ] Mrs [ ] Ms [ ] Miss [ ] Other |
| First name |  |
| Surname |  |
| Address |  |
| Suburb |  |
| State  |  |
| Postcode |  |
| Mobile/daytime phone | ( ) |
| Email |  |

**Step 1 Select your player and monthly or annual payments**

**Wifi DAISY player**

[ ]  $9 monthly payments from your bank account or credit card. OR

[ ]  $99 yearly payments from your bank account, credit card or cheque.

**3G DAISY player**

[ ]  $12 monthly payments from your bank account or credit card. OR

[ ]  $136 yearly payments from your bank account, credit card or cheque.

Wifi and 3G players are GST exempt.

Please allow 2-3 weeks for your player to arrive.

**Step 2 Select how you will pay**

**Bank account**

I/we request Vision Australia to direct debit (monthly or annually as indicated, until further notice in writing) from my/our below account.

|  |  |
| --- | --- |
| Name and branch of financial institution |  |
| BSB |  |
| Account number |  |
| Account name |  |

**Credit Card**

Please debit my [ ]  Mastercard [ ]  Visa

|  |  |
| --- | --- |
| Name on card  |  |
| Card number |  |
| Expiry date |  |
| CVC number  |  |

**Cheque**

[ ]  Please accept the enclosed cheque for my annual payment.

 **Step 3 Authorisation and consent**

I/we authorise Vision Australia (ABN 67 108 391 831) to debit the selected bank account or credit card with the amount specified until further notice in writing.

I have read the **DAISY player service agreement** and agree with the terms and conditions. I agree to take care of VAILS materials and understand I may be charged if items are damaged or lost.

|  |  |
| --- | --- |
| Signature(s) |  |
| Date |  |

**Step 4 Return this with your library membership application** Do not email this form as it contains financial information