

TERM AND CONDITIONS OF USE

Please complete this form to purchase Truck Wash key/s and return to Dubbo Regional Council.

PURCHASER/KEY HOLDER DETAILS	
Name/s	
Avdata Account No (if known)	
Street Address <i>Include City, State & Postcode</i>	
Postal Address <i>Include City, State & Postcode</i>	
Contact Number	
Email Address	
Would you like to receive your statements/tax invoice via email	<input type="checkbox"/> Yes <input type="checkbox"/> No

BUSINESS DETAILS	
Your Name	
Company Name	
ABN	
Company Address <i>Include City, State & Postcode</i>	
Postal Address <i>Include City, State & Postcode</i>	
Contact Number	
Email	

Key Tag Number		Vehicle Registration
1		
2		
3		
4		
5		
6		

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CONDITIONS OF USE		
Cost:	Per Key: \$52.00 inc	Regular Large Vehicle (per minute): \$1.20 inc
Care of Keys: Customers are responsible for ensuring keys do not sustain damage through careless handling. Customers whose keys are damaged will have to purchase a new key at a cost in accordance with Council's Fees and Charges Policy. Keys should be kept in a safe place to minimise contact with hard objects.		
Lost or Stolen Keys: Customers should immediately report lost or stolen keys to Avdata on (02) 6262 8111 to ensure your account is disabled. Customers should contact Council to complete a new application form. Replacement fee for Access Key applies, as above, for damaged, lost or stolen access keys.		
Overdue Accounts: Account keys will be deactivated if the account exceeds 60+ days overdue.		
Privacy: Personal information supplied to Council as part of the application process will be held securely and will not be disclosed to third parties other than for the purpose for which it was intended (billing purposes).		
Contact Information: Please contact Council's Dubbo Regional Livestock Markets Team on (02) 6801 4000 and Avdata on (02) 6262 8111 if customer mailing address or contact information changes.		

PROOF OF IDENTIFICATION MUST BE PROVIDED WITH THIS APPLICATION	
<input type="checkbox"/> Drivers Licence:	<input type="checkbox"/> Photo ID Card:

CUSTOMER ACKNOWLEDGEMENT/KEY HOLDER DECLARATION	
<ul style="list-style-type: none"> I acknowledge that I have read and understood all the conditions of use. I take responsibility for any loss or damage to the access key. Council may vary these terms and conditions at any time. Thirty days' notice of any changes will be advised in writing to registered key holders. 	
I certify that I am an authorised representative of the purchaser/key holder and that I have read and accepted the terms and conditions.	
Signature	
Print Name	
Date	

OFFICE USE ONLY					
Access Key Number				Date of Issue	
Receipt Type		Amount		Receipt Number	
Avdata Notification – Customer Experience emailed to mail@avdata.com.au				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Copy of form saved to Content Manager File 24/220				TRIM #	

AVDATA NATIONAL TRUCK WASH SYSTEM TERMS AND CONDITIONS

Effective 18 April 2023

1. These terms and conditions apply to all new and existing key holders. They replace all previous terms and conditions and may be revised without notice.
2. Avdata reserves the right to reject key registration applications, including any which are incomplete, which are not signed, or where related accounts have not been paid.
3. The National Truckwash System has been established primarily for the use of livestock transporters. The owner/operator of each facility has the right to set the terms and conditions of use for their facility and all keyholders are subject to these local requirements.
4. Key access for a given facility is programmed by Avdata according to instructions from the facility owner. Changes to access permission may occur without notice.
5. The purchaser of each key is registered with Avdata as the keyholder and is liable to pay charges associated with all usage on that key, whether or not the usage was authorised.
6. If a key is lost or stolen, Avdata must be advised immediately by phone to (02) 6262 8111 or email tomail@avdata.com.au. Telephone advice should be followed up with written advice to Avdata.
7. When Avdata is advised that a key has been lost or stolen or is no longer wanted then the key will be de-registered to prevent unauthorised use. If a key has been de-registered then it will only be re-registered on receipt of written advice.
8. Accounts are issued monthly (or sometimes quarterly for smaller accounts). In general, charges will be for usage in the previous calendar month or previous quarter. However, older charges may be included if there has been a delay in obtaining usage data from the facility. Usage charges will be applied as directed by the owner of the facility.
9. A system access charge of \$8.20 (inc GST) is payable for the Jan-March quarter. In any following quarter where usage charges have been incurred, this charge will also apply.
10. A key verification charge of \$1.71 (inc GST) per key is applied annually on 31 March
11. Customers can request to receive statements electronically by sending their current email address, customer number and account name to mail@avdata.com.au. Where a current email address has not been provided, or where an account remains overdue for payment, a paper statement will be issued and a paper statement fee of \$3.30 (inc GST) may be applied.
12. A LSRI (Livestock Services Research and Innovations) administration fee may apply to usage charges – 2% of charges.
13. Accounts must be paid in full by the due date (generally 25 days after the invoice date). Overdue accounts will incur an overdue account fee of \$13.86 (inc GST) and will have all of their keys de-registered. Keys will not be re-registered until the account is paid in full. A key re-registration fee of \$23.10 per key (inc GST) may apply. It may take up to 10 days for key(s) to be re-registered after payment has been processed. In the case of overdue accounts, the registered key holder is liable for and agrees to pay all legal and other costs and expenses incurred in recovering unpaid amounts.
14. This agreement shall be governed by and construed in accordance with the laws in force in the Australian Capital Territory and be submitted to the exclusive jurisdiction of the courts of that Territory.
 - a. Accounts will show the key tag number, facility name, date and time of use, minutes of use, and charge
 - b. A vehicle registration or description may be recorded against each key. This can be changed by contacting Avdata.

Avdata Australia: PO Box 877, Mitchell ACT 2911 – (02) 6262 8111 – mail@avdata.com.au - www.avdata.com.au

PRIVACY NOTE:

Council is bound by the provisions of the Privacy and Personal Information Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained. For further information, please refer to Council's Privacy Management Plan Policy located on Council's website www.dubbo.nsw.gov.au