

Request for refund application

Animal fees, business licences and infringements



Purpose

Animal fees - If your registered dog has died or been desexed before 28 February of the current registration period, you can apply for a partial refund of the registration fee. This form can be used to request a refund for incorrect payments, e.g. You paid the registration/cat approval twice by mistake.

Business licence fees - If you wish to cancel your business-related licence, you may be eligible for a partial refund. This form can also be used to request a refund for incorrect licence fee payments.

Infringements - If you have overpaid or paid in error.

Note - Partial refund requests will ONLY be considered for the current financial period.

Refund request type

- Dog Registration** - Animal number _____ Dog tag number _____
- If requesting a desexing refund, a desexing certificate or other evident MUST be submitted with this application.
 - If you are requesting and overpayment refund, you MUST provide proof of overpayment or incorrect payment, eg. A bank statement or receipts.
- Business licence Number** _____
- If cancelling a business licence, an Application to Surrender form MUST be submitted with this request.
- Infringement number** _____

Explanation of circumstances

Applicant details

Full Name _____

Postal Address _____

Suburb _____ Postcode _____

Contact number _____

Email address _____

Refund payment method

Payments made through councils' website (using BPoint) will be refunded to the card used to make the payment. All other payments will be refunded by direct bank deposit (complete bank details below).

Account Name _____

BSB _____ Account Number _____

Attachments

- Desexing certificate.
- Bank statement or receipt showing overpayment or incorrect payment.
- Application to surrender a Food Licence Form.
- Application to surrender Environmental Authority Form.
- Application to surrender Higher Risk Personal Appearance Licence Form.

Refund request Declaration

I declare that the information provided on this form is true and correct in every detail. I have attached any required documentary evidence.

Signature _____ Date _____

Privacy Collection Statement

Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties. We respect the privacy of the personal information held by us. The way in which Council manages personal information is governed by the *Information Privacy Act 2009 (Qld)*. We are collecting your personal information in accordance with *Local Law 1 Administration, Public Health (Infection Control for Personal Appearance Services) Act 2003, Food Act 2006, or Environmental Protection Act 1994*. The information will be used to process the request and update Council's records. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you give your consent to this disclosure. For further information about how we manage your personal information please see our Information Privacy Policy.

Submit the form

In person: Customer Service Centre's are located at:

- 103 Walker Street, Townsville City (cash, cheque, EFTPOS and/or credit card (Mastercard or Visa))
- Customer Service Point, Riverway Library, 20 Village Boulevard, Thuringowa Central. (Card Only) 9.00am to 5.00pm, Monday to Friday. Closed Public Holidays.
- Mail: Return your completed registration form together with cheque/money order payable to Townsville City Council, PO Box 1268, TOWNSVILLE CITY QLD 4810
- Email: enquiries@townsville.qld.gov.au

Office use only

Service Ledger A/C No.	10.52025		
Payee Name			
Amount \$ (Incl GST)		Animal Id, FL # or Infringement #	
Requested by		Approved by	