

REQUEST FOR REFUND APPLICATION

Animal registrations and business licences

Purpose Types of refunds this form can be used to apply for	<p>Dog registration fees - If your registered dog has died, been desexed, or has moved from Townsville before 28 February of the current registration period, you can apply for a partial refund of the registration fee. This form can also be used to request a refund for incorrect payments, e.g. you paid the dog registration twice by mistake.</p> <p>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.</p> <p>Note: Partial refund request types will ONLY be considered for the current financial period.</p>
Refund request type Complete as relevant	<p><input type="checkbox"/> Dog registration</p> <p>Dog registration number _____ Dog tag number _____</p> <p>» If requesting a desexing refund, a desexing certificate or other evidence MUST be submitted with this application.</p> <p>» If you are requesting an overpayment refund, you MUST provide proof of the overpayment or incorrect payment, e.g. a bank statement or receipts.</p> <p><input type="checkbox"/> Business licence</p> <p>Business licence number _____</p> <p>If cancelling a business licence, an <i>Application to Surrender</i> form MUST be submitted with this request.</p>
Explanation of circumstances	<p>_____</p> <p>_____</p> <p>_____</p>
Applicant details	<p>Full name _____</p> <p>Postal address _____</p> <p>Suburb _____ Post code _____</p> <p>Contact phone number _____</p> <p>Email address _____</p>
Refund payment method	<p>Payments made through Council's website (using BPoint) will be refunded to the card used to make the payment. All other payments will be refunded by direct bank deposit (bank account details must be clearly completed below).</p> <p>Account name _____</p> <p>BSB _____ Account number _____</p>
Attachments Confirm you are providing evidence for your claim	<p><input type="checkbox"/> Desexing certificate</p> <p><input type="checkbox"/> Bank statement or receipt showing overpayment or incorrect payment</p> <p><input type="checkbox"/> <i>Application to surrender a food licence form</i></p> <p><input type="checkbox"/> <i>Application to surrender environmental authority form</i></p> <p><input type="checkbox"/> <i>Application to surrender higher risk personal appearance licence form</i></p>
Refund request declaration	<p>I declare that the information I have provided is true and correct in every detail. I have attached any required documentary evidence.</p> <p>Signature _____ Date _____</p>

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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

Email: enquiries@townsville.qld.gov.au

Mail: Townsville City Council, PO Box 1268, TOWNSVILLE CITY QLD 4810.

In person: Customer Service Centres are located at:

- » 103 Walker Street, Townsville City
- » CityLibraries Thuringowa, 86 Thuringowa Drive, Thuringowa Central.