REQUEST FOR REFUND APPLICATION
Animal registrations and business licences

Purpose

Types of refunds this form can be used to apply for

Dog registration 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 also be used to request a refund for incorrect payments, e.g. you paid the dog registration 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.

Note: Partial refund request types will ONLY be considered for the current financial period.

Refund request type

Complete as relevant

Dog registration

Dog registration number _____________________________________ Dog tag number ____________________

» If requesting a desexing refund, a desexing certificate or other evidence MUST be submitted with this application.

» If you are requesting an overpayment refund, you MUST provide proof of the overpayment or incorrect payment, e.g. a bank statement or receipts.

Business licence

Business licence number ______________________________________________________________________

If cancelling a business licence, an Application to Surrender form MUST be submitted with this request.

Explanation of circumstances

___________________________________________________________________________________________

___________________________________________________________________________________________

___________________________________________________________________________________________

___________________________________________________________________________________________

Applicant details

Full name ___________________________________________________________________________________

Postal address _______________________________________________________________________________

Suburb ________________________________________ Post code ____________________________________

Contact phone number ________________________________________________________________________

Email address _______________________________________________________________________________

Refund payment method

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).

Account name _____________________________________________

BSB ____________________________ Account number _____________________________________________

Attachments

Confirm you are providing evidence for your claim

☐ 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 I have provided is true and correct in every detail. I have attached any required documentary evidence.

Signature _____________________________________________ Date _________________________________
# Request for Refund Application

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:** Present your application for approval at one of our Customer Service Centres; locations listed below.

- Payment options include cash, cheque, EFTPOS and/or Credit Card (Mastercard or Visa).

  - 103 Walker Street, Townsville City (8am-5pm, Mon to Fri). Closed Public Holidays.
  - CityLibraries – 86 Thuringowa Drive, Thuringowa (CARD ONLY) (9am-2pm, Mon to Thurs). Closed Public Holidays.

**Mail:** Return your completed application for approval together with cheque/money order payable to Townsville City Council, PO Box 1268, TOWNSVILLE CITY QLD 4810.

**Email:** enquiries@townsville.qld.gov.au

*If no payment is provided, a customer service representative will contact you for payment via credit card over the phone. Confirmation of approval and receipt will be forwarded by mail/email or issued at the time of payment.*

## Office Use Only

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<thead>
<tr>
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<tr>
<td>Payee Name</td>
<td></td>
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<tr>
<td>Amount $ (incl. GST)</td>
<td>Ani ID or FL #</td>
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<tr>
<td>Requested by</td>
<td>Approved by</td>
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November 2021