

Change of Direct Debit Provider

As of the 1st July 2020 we are changing the way we collect your Direct Debits for Membership Fees. St Mellion International Resort will rebrand to St Mellion Estate, under the ownership of St Mellion Operations Ltd, no longer part of the Crown Golf operation. We have partnered with Harlands Services Ltd to streamline and improve our membership fees collection process as part of this change.

You need take no action to continue receiving the benefits of Direct Debit. You will notice that with effect from the 1st July 2020, Harlands Services Ltd will collect your Direct Debits, and appear on your bank statement, instead of Bennelong. Although, we will not be calling for a payment via Bennelong you may like to cancel the DD in that name.

You will continue to enjoy the benefits of the Direct Debit Guarantee, as detailed below. If you have any questions about your Direct Debit payments, please call Harlands Services Ltd on 01444 449 166 or email c.service@harlandsgroup.co.uk

Yours sincerely

Phil Sanders
St. Mellion Operations Ltd

MEMBERSHIP DIRECT DEBIT MANAGEMENT BY THE HARLANDS GROUP

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Harlands Services Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Harlands Services Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Harlands Services Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Harlands Services Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



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