

## **Online payment terms and conditions**

This online payment system is provided by Westway Housing Association Ltd and its third party suppliers. The Association may update these terms from time to time and any changes will be effective immediately on being set out here. Please ensure you are aware of the current terms.

### **All payments are subject to the following conditions:-**

Your payment will normally reach Westway's account to which you are making a payment in three (3) working days.

We cannot accept liability for a payment not reaching Westway's account due to you quoting an incorrect account number or incorrect personal details.

Neither can we accept liability if payment is refused or declined by the credit/debit card supplier for any reason.

If the card supplier declines payment, the Association is under no obligation to bring this fact to your attention. You should check with your bank/credit/debit card supplier that payment has been deducted from your account.

In no event will the Association be liable for any damages whatsoever arising out of the use, inability to use, or the results of use of this site, any websites linked to this site, or the materials or information contained at any or all such sites, whether based on warranty, contract, tort or any other legal theory and whether or not advised of the possibility of such damages.

### **Refund Policy**

Refunds can only be made in exceptional circumstances and are at the discretion of the Housing Manager.

Entitlement to a rent refund will be determined in accordance with terms and conditions signed to by the tenant on tenancy agreement.

Refunds, if applicable, will only be made to the debit/credit card used for the original transaction.

### **Security**

All payment details which are entered through this payment gateway are encrypted when the tenant, or third party making payment, enters them. Communications to and from the service provider's site are encrypted.

The Association shall not be liable for any failure by the tenant or third party making payment of rent to properly protect data from being seen on their screen by other persons or otherwise obtained by such persons, during the online payment process or in respect of any omission to provide accurate information in the course of the online payment process.

## **Service Provider**

Online payments of fees can be made by credit or debit card. These payments are not collected by the Association directly but by the service provider.

Once payment is received by the service provider in cleared funds, the service provider will contact the Association to confirm the details of the successful payment made by the tenant, or third party making payment.

On receipt of this confirmation the Association will update the tenant's account with the payment been received. In the event that the tenant does not receive confirmation within 3 working days of making the payment it is the responsibility of the tenant to check with the Association that the payment has been accepted.

## **Contact Details**

Should you require any further details at all in relation to any part of the on-line payment process, please contact the Finance Department directly on 208 964 2323 (option2) between the hours of 9am and 5:00pm Monday to Friday.