

Application for boat lock remote control access key

Council of the City of Gold Coast
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Please use BLOCK LETTERS and complete all details in full.

Contact details	
Applicant name/s	
Postal address	
Mobile number/s*	Date <u> </u> / <u> </u> / <u> </u>
Email address	
*In the event of lock maintenance or breakdown we will send an SMS to your mobile phone.	

Application details						
Access required for	<input type="checkbox"/> Boobegan Creek			<input type="checkbox"/> Monterey Keys		
Key type	<input type="checkbox"/> New + \$78.00 Bond			<input type="checkbox"/> Replaced (stolen/lost)		
	<input type="checkbox"/> Renewal (activated)			<input type="checkbox"/> Replaced (faulty)		
	<input type="checkbox"/> Renewal (de-activated)			<input type="checkbox"/> Bond deposit request (returning a key)		
Period required	One day <input type="checkbox"/>	One week <input type="checkbox"/>	Three months <input type="checkbox"/>	Six months <input type="checkbox"/>	Nine months <input type="checkbox"/>	Twelve months <input type="checkbox"/>
Fees: Private Use	\$32.00	\$44.00	\$75.00	\$150.00	\$220.00	\$291.00
Fees: Commercial Use	\$67.00	\$94.00	\$150.00	\$291.00	\$443.00	\$588.00

Terms and conditions

I accept the following terms and conditions:

- The remote control access key is personal to the applicant and is not transferable.
- I have read and understood the Information Sheet provided to me for the remote control access key and agree that the Information Sheet is incorporated into these terms and conditions; and
- I accept all liability for my use of the remote control access key and the Navigational Boat Lock and release and discharge the Council, and each of its officers, employees, contractors and agents from and against all actions, proceedings, claims, demands, losses, liabilities, costs and expenses whether known or unknown in respect of or arising directly or indirectly out of or in any way connected with my use of the remote control access key and or the Navigational Boat Lock, except where the action, proceeding, claim or demand is a result of the negligence or wilful act or omission of the Council, its employees, contractors or agents.

Applicant signature/s: _____

NB: all applicants must sign terms and conditions

Privacy statement

Council of the City of Gold Coast is collecting your personal information in order to process your application. Your participation is voluntary. The information will only be used by authorised City of Gold Coast officers for the purpose stated and ensuring our records are accurate. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

Office use only			
Returned key number	(if applicable)	New key number	
Key fee – See above for fees. Cash, EFTPOS, credit card, (available at Customer Service counter only) cheque	(Receipt to account no. 138600)	Deposit – cross out if not required	\$78.00 (Receipt to Trust Fund 501040570 item boat lock)
Total	\$	Receipt number	
Customer Service Officer/payroll number			

Fees

The above fees are current between 1 July 2020 and 30 June 2021.

These fees are in accordance with City of Gold Coast's (City) regulatory fees and non-regulatory charges. A copy of our regulatory fees and non-regulatory charges can be found on our website, cityofgoldcoast.com.au.

Payment options

- Cash, cheque or credit card only at specific City branch offices. For branch office locations and operating hours, please refer to [our website](#). Refer to our boat lock access card information and instructions factsheet via the [boat lock webpage](#) for branch offices that provide the boat lock remote control access key.
- Cheque or money order – make payable to: City of Gold Coast. Postal address at top right of first page. Please ensure that you provide adequate reference details or attachments to allow the cheque to be appropriately receipted.

Note: Please be advised that payments by credit card will incur a surcharge of 0.38%.

Additional information

- All access keys require a \$78.00 refundable deposit. On return of the key, a cheque will be mailed to refund the deposit.
- Fees are reviewed annually.
- Key holders are sent a renewal reminder at least two weeks prior to deactivation.
- The City will endeavour to keep key holders up to date with lock maintenance and failure, to reduce impact on lock use.

Key Types

New application requirements (new key + \$78.00 bond)

Complete the application form, pay the required fee and refundable deposit, and receive the key at the time of payment. (New keys are active on purchase).

Renewal (activated)

Complete the application form, return by mail or pay the required fee at one of the City's branch offices. For branch office locations and operating hours, please refer to [our website](#). (Current keys are still active if paid within renewal period).

Renewal (de-activated)

Complete the application form for a new key, return old key with the required fee and receive a new active key at time of payment. (Keys are de-activated if not paid within renewal period).

PLEASE NOTE: Keys are de-activated within 5-10 business days for non-payment of renewal fees.

Replacement (lost/stolen)

Complete the application form for a new key, pay the replacement fee and receive a new key at time of payment. Replacement fee is \$86.00. (Additional deposit is not required).

Replacement (faulty)

Complete the application form for a new key, return the faulty key and receive a new key at no cost.

Returning a key that is no longer needed

Return key to one of the City's branch offices. If a deposit is held for the key, the applicant can request a bond deposit refund by completing this form and ticking the 'bond deposit request' box under application details. A cheque will then be mailed to refund the deposit held.

Application enquiries

Nerang Administration – Phone 07 5667 3750.

Customer Service Centres that issue boat lock keys

Monday to Friday 8.15am-4.30pm

Nerang

833 Southport Nerang Road
Nerang QLD 4211

[View location on map](#)

Helensvale

Corner Lindfield Road and Sir John Overall
Drive
Helensvale QLD 4212

[View location on map](#)

Upper Coomera

90 Reserve Road (corner Reserve
and Abraham Roads)
Upper Coomera QLD 4209

[View location on map](#)

All access keys remain the property of the City of the Gold Coast.