



Non-Payment Policy

Non-Payment of Affiliation / Membership Fees

This procedure will be followed if payment has not been received for 2 months.

In the event of the affiliation and membership fees not being received as requested (and after a 2-month period), and the member continues to participate in training then TNC will take the following steps:

Step 1 – We will attempt to contact you via email to inform you that your affiliation and membership payment has not been received. We will ask for a bank transfer or cash within 14 days of this email. If you are unable to pay for any reason, please respond to the email in confidence and the committee will discuss a payment plan with you.

Step 2 – If we do not receive cleared funds into our account, or an email within the time frame of step 1, we will make a further attempt to contact you to obtain payment of the outstanding balance. The full balance will be required within 48 hours of the second contact date.

Step 3 – If payment is still not received, we will contact you via telephone and advise you that we will no longer be able to provide training for the member(s) if funds are not received within 48 hours.

Step 4 – If cleared funds are not received for the full balance on the account within the timescale outlined in step 3, then we will contact you via telephone and email to advise that the member will not be able to attend training until funds are received.

If a response is received at any of the stages above, that requests assistance, or explains reasons for non-payment, TNC will do all they can to assist.

EMAIL TEMPLATE 1

We have been trying to contact you with regard to an outstanding payment for your **affiliation and/or club membership fees**. Please can you contact us to let us know when you have made the payment directly into our bank account?

If you have recently paid then please ignore this mail and accept our apologies, however failure to pay in full prior to your next training session may result in you not permitted to the session.

Any questions or queries please contact us directly (and in confidence).

Kind regards

Telford Netball Club