

# City of Sunderland ASC (CIC)

## Squad training fees - Late payment policy

City of Sunderland ASC Squad training fees are due on the 1<sup>st</sup> of each month via Standing Order.

If a swimmer changes Squad, the monthly fee will change. Please ask / email Squad Manager or the Accounts Team for the correct fee. If necessary, please change your monthly standing order promptly.

It is the parent's/guardian's/swimmer's responsibility to advise the Club if the swimmer has resigned and to cancel their monthly Standing Order. If you don't advise the Club and don't cancel your standing order you will not normally get a refund.

### Late Payment Policy

Failure to pay will result in:

#### **After 7 days**

A polite reminder, via email, will be sent by the Accounts Team.

#### **After 14 days**

Swimmer's ability to train will be withdrawn.

#### **After 30 days**

An urgent request for payment will be issued in writing, asking for payment by return.

Membership may be suspended until that payment is made or a request for flexible payment terms received. Failure to pay may result in termination of membership of the Club with the vacant position being offered to another child.

#### **After 60 days**

No request for flexible payment terms will be considered after 60 days and membership will be deemed to have terminated.

Termination of membership will be formally agreed by the Club's Executive and the member notified in writing to the address on record. No appeal against termination in these circumstances will be available.

An administration charge of £10 may be imposed for any late, missed or partial payments where no satisfactory explanation is given. Persistent offender's membership may be terminated at the discretion of the Executive.

## **Genuine Cases of Hardship**

City of Sunderland ASC is unfortunately not in a position to make financial provision for cases of financial hardship. However, the Club's Executive will consider any genuine request for flexible terms with session/membership payments on its merits.

Requests for flexible payment terms should be made by the parent or guardian to [accounts@cityofsunderlandasc.co.uk](mailto:accounts@cityofsunderlandasc.co.uk) within 30 days of the payment becoming due.

Requests for flexible payment terms will not be considered after 30 days of the payment becoming due.

Ian Wilson  
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Approved by the Executive xx March 2019