

## SUSC COLLECTIONS POLICY

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The SUSC Collections Policy describes the way that SUSC collects and addresses non-payment of registration fees in the program it oversees – SUSC Academy, SUSC Summer Camps & SUSC League Teams.

### INDIVIDUAL PLAYER PROGRAM / REGISTRATION FEES

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- Program or Registration Fees must be paid within 24 hours of registration for the programming. If a payment plan is requested, this will be determined and approved by SUSC including the breakdown of fees with dates that each payment will be made, how much, and by what form (i.e., e-transfer or online by credit card).
- If the required initial fee payment or a fee plan (credit card via RAMP or through our offline payment form) is not received within 24 hours after registered, then the player may not be potentially starting the program or continue with the program until the fees are paid or the fee payment plan is received and approved by SUSC.

### INDIVIDUAL PLAYER TEAM FEES

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All team fees are determined by each team, based on the competitions and/or events attended. Said fees, are to be paid by the date(s) determined will be made by the team manager(s) and/or coach or families must provide a fee payment plan with a fee breakdown before the team fee payment deadline.

### INDIVIDUAL PLAYER COLLECTION PROCEDURE

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SUSC will undertake a 4-step collection procedure for player / families in its programs:

- After the first missed payment, a grace period of a week will be given, after which a formal email from SUSC will be sent as a reminder to the registrant about the missed payment and outstanding balance.
- If no communication / payment is received within a week, or a second missed payment occurs, SUSC will send communication regarding the missed payment / outstanding balance a second time.
- If no communication / payment is received within a week after the second notice is sent, the participant will not be permitted to continue practicing or participate in any game or club activities until any outstanding payments have been resolved. The Head Coach and Manager will be notified of this.
- If an individual / family is seen to be delinquent on their payments after 30 days, SUSC has the ability and right to place the player in bad standing and remove access to membership benefits until the outstanding balance is paid in full.