

Cashless Accounting

Protocol for Maintaining the Records

Charges for Playing will be uploaded as soon as possible after the end of the playing session. We will aim for all uploads to be done within 7 days, but delays may occur due to holidays.

Bank transfers received from account holders will be downloaded from the bank account and uploaded into the cashless account records on a regular basis. We will aim for the uploads to be done within 7 days of a payment being made, but delays may occur due to holidays.

The accuracy of transactions recorded depends on members using their correct Club ID when registering to play, both on-line and F2F, and as the reference on bank transfers. We will endeavour to correct any errors as soon as we are made aware of them.

Statements are available to members at any time from the club website via their personal e-mail account.

Statements will be sent out to all members by email at the end of each quarter. Queries about any transactions must be raised, by e-mail to the Treasurer, within 6 months of the transaction date. We do not have the resources to investigate historic transactions, more than 6 months old.

Membership subscriptions will be charged to cashless accounts on or soon after 1 January each year, for all existing members, unless they have notified the Membership Secretary in writing, by e-mail or post, by 31 December that they do not wish to renew. Subscriptions not paid by 31st March will be cancelled and the membership terminated with immediate effect.

Arrears

Cashless accounts that are in arrears by £2.00 or more will be sent an automated letter by email requesting payment. They will be sent out at least once each month but may be more frequent. The limit of £2.00 enables this procedure to act as a reminder to visitors or infrequent players who do not maintain a positive balance in their accounts.

If arrears are not cleared promptly we may use any of the following as reminders:

- Further emails
- Telephone calls
- Verbal reminder at playing sessions.

Members may be suspended from playing at club sessions, both on-line or F2F if the arrears on their account reaches any of the following:

- More than £50 outstanding in total
- Transactions outstanding for more than 3 months

Visitors may be suspended from playing at club sessions, both on-line or F2F, if the arrears on their account reaches any of the following:

- More than £20 outstanding in total
- Transactions outstanding for more than 6 weeks