Accounts Receivable & Late Payment Policy

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REVISION:

Section Name:	Section Number:	Date Updated:	Updated By:	Comments

Definitions

Term	Definition
Accounts Receivable (A/R)	Money owed to the OSC by members or families for fees, dues, or other charges.
Current	Account balances that are within thirty (30) days of the invoice date. No action is required for these accounts.
Overdue	Account balances that remain unpaid more than thirty (30) days past the invoice date.
Delinquent	Account balances unpaid for more than ninety (90) days past the invoice date, subject to service suspension or further action.
Payment Arrangement	A written agreement between the family and the OSC outlining a schedule for paying the outstanding balance. Must be approved by the Club Administrator or Treasurer.
Interest Charge	A fee of 1.5% per month (18% per annum), applied to member account balances overdue by more than sixty (60) days.
Suspension of Services	Temporary restriction of a swimmer's participation in meets, training, or registration due to unpaid balances.
Hardship Fund	A designated fund used to assist families experiencing financial difficulty, potentially supported by interest income from overdue accounts.
Write-Off	The formal accounting process of removing uncollectible accounts from the OSC's books, in accordance with financial policy.

Term	Definition
OSC	Abbreviation for Olympian Swim Club.
Board of Directors	The governing body responsible for oversight, approval, and enforcement of OSC policies.

1. Purpose

This policy outlines the Olympian Swim Club's (OSC) approach to managing accounts receivable, payment timelines, and overdue balances. As a non-profit organization, OSC is committed to maintaining financial stability and transparency while supporting families in meeting their commitments fairly and respectfully.

This policy applies to all member families of OSC across all programs and seasons. It sets fair and consistent expectations for the timely payment of training dues, meet fees, and family obligations, ensuring financial stability while supporting members with fairness and respect.

2. Invoicing and Payment Terms

- All program fees, meet fees, and other charges are invoiced through the OSC's billing system.
- Invoices are issued on the first (1st) of each month for that month's dues.
- Payment is due by the fifteenth (15th) of each month.
- Accepted payment methods include e-transfer, credit card, or cheque (cash not accepted).
- Families are encouraged to maintain a valid payment method on file for AutoPay processing.
- Meet fees are non-refundable once entries are submitted to the host club.
- All member accounts must be paid in full prior to registration for the new season. This includes any outstanding AFCs and MPPs that have not been fulfilled.

3. Travel Fee Management and Billing

OSC recognizes that team travel for competitions involves significant logistical coordination and financial management. This section establishes clear expectations for how travel-related costs are estimated, communicated, invoiced, and reconciled to ensure transparency and fairness for families while maintaining administrative efficiency.

3.1 Cost Estimates and Communication
  a. OSC will provide families with estimated travel costs (e.g., transportation, accommodation, meals) prior to booking whenever possible.
  b. If actual costs are expected to exceed the estimate by more than 10%, families will be notified of the revised total as soon as practicable.
  c. Families may pre-pay a deposit toward anticipated travel costs to help distribute expenses and assist with cash flow planning.
  d. OSC will maintain documentation of cost estimates and adjustments for review and audit purposes.

3.2 Invoicing and Timing
  a. Travel invoices will be consolidated within 7–10 business days after the competition concludes.
  b. If certain costs (e.g., coach expenses or late vendor receipts) are pending, standardized rates or provisional estimates may be applied temporarily, with adjustments reconciled in the following billing cycle.
  c. Itemized invoices will be issued within three (3) weeks post-travel to ensure families can clearly see cost details and categories.

3.3 Payment Options
  a. To support flexibility, families may choose one of the following payment options when travel fees are billed:
    i. A single payment due by the 15th of the following month (eligible for a small early-payment incentive, if offered); or
    ii. A three-month installment plan added to monthly dues at the time of invoicing.

3.4 Disputes and Adjustments
  a. Families have up to 15 days from the date of the travel invoice to dispute any charge.
  b. After this period, the invoice will be considered accurate and final unless a billing error is identified by OSC.

3.5 Payment Processing
  a. Payments may be made by e-transfer or credit card. OSC will provide transparency on any applicable service fees or e-transfer discounts.
  b. OSC may explore corporate accounts or preferred partnerships with hotels and rental agencies to reduce costs and variability.

3.6 Late/NSF Fees and Collections
  a. Travel-related balances follow the same aging and escalation schedule as all other accounts receivable (see Section 4).
  b. Late or NSF fees will be applied in accordance with Sections 4 and 7 of this policy.

4. Aging and Follow-Up Thresholds

Age of Balance	Status	Action Taken	Communication to Family
0–15 days	Current	No action required	No reminder sent
16-30 days	Overdue – First Reminder	Friendly reminder sent by email	“Friendly Reminder” notice
31–60 days	Overdue – Second Reminder	Second reminder sent by email. Balances over $50 not paid by the due date may incur a $25 late fee, with a maximum of $75 per invoice.	“Action Requested” notice
61–90 days	Overdue – Third Notice	Follow-up email. Interest begins on day 61	“Action Requested” notice
91+ days	Delinquent	Suspension of competition meets or future registrations	“Final Notice” notice

5. Interest on Overdue Accounts

Balances more than sixty (60) days past due are subject to an interest charge of 1.5% per month (18% per annum). Late fees (flat rate) and interest may not be combined in the same month. Interest will be calculated monthly on the overdue portion only and applied to the account on the last day of each month. Interest is intended to encourage timely payment and cover administrative costs. The OSC may waive interest charges at its discretion in cases of demonstrated hardship or approved payment arrangements. Interest payments received must have a defined purpose in accordance with non-profit policies. It is recommended that any interest payments received be allocated to the OSC’s hardship or scholarship fund, rather than used for general operating expenses (see OSC Investment Policy for details).

6. Payment Arrangements

Families experiencing financial difficulty are encouraged to contact the OSC’s Administrator as soon as possible to discuss a payment plan. Payment plans must be approved in writing and generally require the balance to be cleared before the next swim season. Families may request, in writing, one of the following options to resolve their outstanding balance:

(a) Lump sum payment;
(b) Equal monthly installments (not to exceed twelve months); or
(c) Custom payment plan approved by the Administrator (not to exceed twelve months).

Families requesting a payment plan must do so before the due date and may be required to provide:

- A down payment of up to 10% of the outstanding balance;

- Enrollment in AutoPay or post-dated payments.

7. Service Suspension and Escalation

Before suspension, the OSC will provide written notice to the family with the opportunity to enter a payment arrangement. Families will receive written notice at least 10 business days before any suspension takes effect. If an account remains unpaid:

7.1 Suspension after 90 days. The OSC may temporarily suspend swimmer participation in competitive meets, or registration for future sessions until the outstanding overdue balance is paid in full, or the approved payment arrangement begins.

7.2 Review after 120 days. The account will be reviewed by the Treasurer or Board of Directors for further action. The OSC may temporarily suspend membership privileges until the outstanding overdue balance is paid in full or the approved payment arrangement begins.

7.3 Referral after 150 days. The OSC may refer the balance to collections or consider writing off the balance in accordance with financial policy.

8. Returned Payments & Chargebacks

A fee of $35 will be charged for any NSF or returned payment. After two returned payments in a season, the family may be required to pay by e-transfer or certified funds only.

9. Volunteer & Fundraising Commitments

Unfulfilled volunteer hours (MPP) or fundraising (AFC) minimums are invoiced at season-end and treated as dues for late-fee and collection purposes.

10. Dispute & Billing Errors

Members must report any billing dispute or error within **10 business days** of the invoice date. OSC will respond within **7 business days** and, if confirmed, issue a correction or credit within **10 days**.

11. Sample Communication Templates

Friendly Reminder (16–30 Days)
Subject: OSC Account Notice – Outstanding Balance on Your Account
Dear [Name],

We hope all is well! Our records show a remaining balance of $[amount], originally due on [date]. If you’ve already submitted payment, thank you and please disregard this message.

If not, please arrange payment at your earliest convenience by contacting the office administrator at office@olympianswimclub.com

If you have questions or need assistance, please do not hesitate to contact our team.

Thank you for your attention.

Sincerely,
[Name]
Club Administrator
Olympian Swim Club
office@olympianswimclub.com
Please review the Accounts Receivable & Late Payment Policy on the OSC website [insert link]

Friendly Reminder (31–60 Days)
Subject: OSC Account Notice – Action Requested
Dear [Name],

We hope you're doing well! Our records indicate an outstanding balance of $[amount], originally due on [date].

Please arrange payment at your earliest convenience. Balances over $50 that remain unpaid after the due date may be subject to a $25 late fee, up to a maximum of $75 per invoice.

If you've already made payment, thank you, please disregard this notice. If you have any questions or need assistance, feel free to contact the Club Administrator at office@olympianswimclub.com.

Thank you for your prompt attention to this matter.

Sincerely,
[Name]
Club Administrator
Olympian Swim Club
office@olympianswimclub.com
Please review the Accounts Receivable & Late Payment Policy on the OSC website [insert link]

Second Notice (61–90 Days)
Subject: OSC Account Notice – Action Requested
Dear [Name],

This is a friendly follow-up regarding your outstanding balance of $[amount], due since [date].

We understand that things get busy, and we want to help ensure your account stays in good standing. Please submit payment or contact us by [specific date] if you would like to discuss a payment plan.

As a reminder, OSC will begin charging interest on any balance that exceeds 60 days overdue at a rate of 1.5% per month on the outstanding balance.

We appreciate your prompt attention to this matter.

Sincerely,
[Name]
Club Administrator
Olympian Swim Club
office@olympianswimclub.com
Please review the Accounts Receivable & Late Payment Policy on the OSC website [insert link]

Final Notice (91+ Days)
Subject: OSC Account Notice – Past Due Balance
Dear [Name],

Our records indicate that your account has an overdue balance of $[amount], outstanding since [date]. Please submit payment by [final due date] to avoid suspension of swim privileges or further action.

If you're experiencing difficulty with payment, please contact us immediately at [contact info] so we can work with you on a solution.

Your swimmer will be temporarily suspended from participation in competitive meets or registration for future sessions until the outstanding overdue balance is paid in full, or the approved payment arrangement begins.

As a reminder, OSC will charge interest on any balance that exceeds 60 days overdue at a rate of 1.5% per month on the outstanding balance.

Sincerely,
[Name]
Club Administrator
Olympian Swim Club
office@olympianswimclub.com
Please review the Accounts Receivable & Late Payment Policy on the OSC website [insert link]

Escalation Notice (120+ Days)
Subject: OSC Account Notice: Outstanding Account Review – Action Required

Dear [Name],

Our records show that your account currently has an overdue balance of $[amount], which has been outstanding since [date]. Despite our previous reminders, payment has not yet been received.

Your account will be reviewed by the OSC's Treasurer and Board of Directors to determine the appropriate next steps. Your swimmer will be temporarily suspended from membership privileges until the outstanding overdue balance is paid in full or the approved payment arrangement begins.

As a reminder, OSC will charge interest on any balance that exceeds 60 days overdue at a rate of 1.5% per month on the outstanding balance.

Sincerely,
[Name]
Club Administrator
Olympian Swim Club
office@olympianswimclub.com
Please review the Accounts Receivable & Late Payment Policy on the OSC website [insert link]

Final Board Notice (150+ Days)
Subject: OSC Account Notice: Outstanding Account Requires Immediate Action

Dear [Name],

This is the **final notice** regarding your account with OSC, showing an unpaid balance of $[amount], outstanding since [date].

As per OSC's Bylaws and Accounts Receivable and Late Payment Policy, your account has now been **overdue for more than 150 days** and will be reviewed by the Board of Directors. Without full payment or an approved payment arrangement by [**final due date**], the following may occur until the balance is cleared:

Continued suspension of swimmer participation and meet entries;
Continued restrictions on future registrations in swimming sessions; and
Referral of the account to collections or small claims recovery.

We strongly encourage you to contact us immediately to resolve this matter or establish a payment plan. We are always willing to find a fair and reasonable solution so that your swimmer may continue to participate in Club activities.

As a reminder, OSC will charge interest on any balance that exceeds 60 days overdue at a rate of 1.5% per month on the outstanding balance.

Sincerely,
[Name]
Treasurer
Olympian Swim Club
treasurer@olympianswimclub.com
Please review the Accounts Receivable & Late Payment Policy on the OSC website [insert link]

12. Policy Review

This policy will be reviewed annually by the Treasurer or Finance Committee and submitted to the Board of Directors for approval to ensure compliance with Alberta law, OSC bylaws, and principles of fairness and transparency.