# **Coach Billing & Fee Collection Policy (In effect as of June 24, 2025)**

To ensure clear communication and consistency in collecting lesson fees, the following policy outlines the steps coaches will follow when billing skaters and managing outstanding accounts.

Please note that **base registration and session fees cover ice rental only.**

Coaching fees will be billed to participants directly by the Coach.

Fees vary depending on the amount of time spent and the number of participants in each session     (ie private, semiprivate, group).

***Private Coaching***
Conversations with coaches will take place in the fall to determine the appropriate amount of private coaching for your child. If at any point you would like to adjust the number of lessons your child is receiving, please speak directly with our Head Coach, Carla Jenkins.

***Billing and outstanding accounts***

**1. Invoicing**

* Coaches will send out invoices to skaters/parents at regular intervals (e.g., monthly or sessional, depending on the individual ***coach's***billing cycle).
* If sending via email will subhead the invoice “PASC-invoice”
* Each invoice will clearly state the due date/payment date and acceptable methods of payment.

**2. Payment Reminder**

* If payment is not received **within two weeks** of the invoice due date, a **reminder** will be sent to the skater/parent via **email and/or text**
* **The policy will be attached to the email/text to reinforce policy**

**3. Late Fee**

* If payment is still not received **two weeks after the reminder (day 30)**, a **late fee** of $20.00 will be added to the outstanding balance.

**4. Outstanding Fees and Notification Process**

* On **Day 30** of non-payment, a **$20 late fee** is applied to the skater’s invoice
* If the account **remains unpaid after the late fee is applied**, the **coach will notify the Coach Liaison**, providing:
* The skater’s name
* The amount outstanding (including the $20 late fee)
* The name(s) of the coach(es) to whom the fees are owed.
* The **Coach Liaison** will then send a **formal email from the club’s email account**, stating:
* That fees are outstanding
* The total amount owing and which coach(es) are owed
* That **payment must be made within 7 days** of the email date, including the $20 late fee

**Note:** If full payment (including the $20 late fee) is made **on or before Day 30**, no further action will be taken and no email will be sent by the Coach Liaison.

**5. Lesson Suspension**

* If payment is not received within the timeframe given in the club email (7 days), **all private lessons from *all*coaches will be suspended** and the member will be deemed **not in good standing** (see bylaw #4 of the PASC constitution) until the outstanding balance is paid in full.
* Parent is responsible for discussing this with child.  If child approaches coaches regarding same, they will be directed to the parent for explanation.  The coaches WILL NOT BE RESPONSIBLE for discussing this matter with the participant under the age of 18.
* Coach Liaison will be responsible to send email to ALL coaches re: member not in good standing.

**6. Registration**

* Any skater/member with an **outstanding balance at the end of the season** and who remains **not in good standing**will **not be permitted to register** for the following skating season until full payment is received or an approved payment plan is in place.

**Other Notes**

* Coaches are encouraged to keep clear records of billing and communication with skaters/parents.
* Any exceptions or unique circumstances can be reviewed by the coach(es) on an individual basis with the parent/guardian/member who is in arrears