

Fees Payment Policy

Issue: 1

Issue Date: March 2026

Review Date: March 2027

Responsible: Hitchin Netball Club Committee

The committee is collectively responsible for ensuring this policy is implemented, reviewed, and updated as required.

Purpose

This policy outlines Hitchin Netball Club's approach to setting, collecting, and managing membership fees. It ensures transparency, fairness, consistency, and effective administration across all payment plans used by members. It also supports compliance with insurance, safeguarding, and operational requirements.

Scope

This policy applies to all registered players of Hitchin Netball Club and their parents or carers. It also applies to all Club volunteers and coaches involved in membership administration, communication, or financial processes.

Policy Statement

Hitchin Netball Club is committed to ensuring that fees are collected fairly, consistently, and on time so that training, coaching, and venue hire can be provided safely and sustainably.

- All members must pay fees through Wix and within the stated deadlines.
- Late payments may result in suspension from training or matches and, if unresolved, the player's place may be offered to someone on the waiting list.
- Refunds and cancellations are governed separately under the Club's Absence & Refund Policy.

Procedures / Implementation

1. Full Season Fee Structure

The Club offers three payment options:

- **Annual Payment** – one payment covering the full season.
- **Termly Payment** – one payment per term: Autumn, Spring, and Summer.
- **Monthly Subscription** – ten recurring monthly payments via Wix.

Fees are reviewed annually by the Committee and may be adjusted to reflect operational costs.

2. Payment Deadlines for Reregistration

- **Annual fees:** at time of registration.
- **Termly fees:** at time of registration and before the first session of Spring and Summer terms.
- **Monthly subscriptions:** set up at the time of registration, collected automatically, and must remain active for continued participation.

Players may only attend training or matches once the required fee has been paid.

3. Late Payments

- A payment request will be sent at least two weeks before the due date.
- A first reminder will be issued 1 day after the due date.
- A second reminder will be issued 4 days after the due date.
- If payment remains unpaid by the start of the first training session, the player may be temporarily suspended from training and matches, and their place may be reallocated in line with the Club's Waiting List Policy.

Note: Parents/carers experiencing difficulty with payment should contact the Administration Manager as soon as possible to discuss options. The Club aims to be fair and flexible while ensuring training places are allocated responsibly.

4. New Members / Taster Sessions

All new players attend a taster session before joining the Club.

- Following a successful taster session, parents/carers must complete payment of the applicable Club fees within **7 days and before the player's next training session, whichever is sooner.**
- Where fees remain unpaid, parents/carers will normally receive a payment reminder before the applicable deadline.
- Players may not attend further training or matches until payment has been received.
- Continued non-payment may result in the player's place being withdrawn and offered to the next eligible child on the waiting list.

5. Payment Methods

- Payments must be made using the Wix online payment plans.

6. Failed Automatic Payments (Monthly Subscriptions)

- If a monthly payment fails due to an expired or declined card, the Administration Manager will contact the parent/carer to arrange a new payment method or set up an alternative plan.
- If payment is not received before the next scheduled session, the player may be temporarily suspended from training and matches, and their place may be offered to someone on the waiting list.

7. Changing Payment Plans

- Members must submit requests to change from annual, termly, or monthly payments in writing to the Administration Manager.
- Changes apply from the next billing period.

8. Refunds

- Refunds are not covered under this policy.
- All cancellation and refund rules, including injury and illness considerations, are outlined in the Absence & Refund Policy.

9. Financial Support

- Parents/carers experiencing financial difficulty may confidentially request assistance from the Administration Manager.
- All requests will be reviewed by the Committee.

10. Data Privacy / Storage

- All financial information is stored securely in Wix and handled in accordance with GDPR and relevant data protection regulations.
- Personal and payment data are only accessible to authorised Club staff involved in membership administration and payment processing.

Monitoring and Review

- This document will be reviewed annually by the HNC Committee, or sooner if required by changes in legislation, club operations, or England Netball guidance.
- The Committee will monitor implementation and compliance. All updates will be documented and communicated to members and volunteers.

References / Supporting Documents

- Hitchin Netball Club Policies: Absence & Refund Policy