

DEBT COLLECTION POLICY

Week 1-2	<p>Invoice Issued Term invoices are issued within the first 2 weeks of term. Payment is due within 14 days of date of issue. Method: Email</p>
Week 4	<p>Friendly Reminder A statement reminding parents fees are due is emailed 48 hours before due date Method: Email</p>
Week 6	<p>Fees Overdue A statement notifying parents that fees are overdue and payment is due Method: Email</p>
Week 8	<p>Fees Overdue A statement will be physically handed to student in class. Enclosed will also be the week 8 overdue cover letter outlining our debt recovery policy & procedure. Method: Handed to student in class</p>
Week 10	<p>Letter of Demand A Letter of Demand will be issued outlining the amount due, date required and intention to hand over to debt collection agency. Method: Posted via Australia Post</p>
Week 12	<p>Prushka Debt Collection A Pruska Debt Collection letter is issued Method: Posted via Australia Post</p>
Week 12	<p>Cancellation of Registration Parent notified that student enrolment has been cancelled and students will not be able to return to gymnastics until account has been finalized Method: Email</p>
Week 13	<p>Prushka Debt Collection Account will be handed over to Pruska Debt Collection for recovery. A 35% surcharge will be added to the client account to recover debt collection costs. Method: Parent notified via email that account has been handed over to Prushka</p>

PLEASE NOTE: Mossman Gymnastics supports that parents may need longer than 14 days to pay their account. We are happy to accept payment plans where payments are made in smaller installments throughout the term. Parents are encouraged to email details of proposed scheduled payments to accounts@mossmangymnastics.com as soon as they receive their term invoice to avoid debt collection.

For any questions and queries regarding term fees, please email accounts@mossmangymnastics.com

Thank you for supporting Mossman & District Gymnastics & Kindergym. We are here to help and support you the best we can, if you are having difficulty then please contact us via email so we can work out a solution together!