



MAFFRA GOLF CLUB MEMBER FEES AND CART SHED RENTAL

1. All members will be invoiced for membership fees and cart shed rental when these are due, by email, or other means, if requested by the member.

In the event of the money due not being paid within 30 days of the invoice being issued the member will be given a courtesy reminder by phoning, emailing or sending them a letter.

Contacting them may be enough to get the invoice paid – they might've forgotten about the bill, paid the money into the wrong bank account, or there could be another minor issue that's easily and quickly resolved.

Include payment options, banking details and contact information in the reminder to make it easier for the member to pay.

2. Contact with an overdue payment reminder

If the payment remains outstanding – and the member has missed the next agreed payment date, or there's been no contact at all – give the member another call, or send another email or letter reminder of the money owing, and request payment within 14 days from this contact.

3. Contact your customer with a final notice

When the member hasn't paid as per the terms of payment – and has missed any extended payment dates again – call or email them to discuss the outstanding invoice and request payment. A reminder that if payment is not made within 7 days from this phone call the members G.A. will be cancelled or in the event that the cart shed rental has not been paid the space will be rented to the next eligible member.



Member Fees and/or Cart Shed Rental

To: (insert recipient email here)

Subject: Overdue Invoice Reminder – URGENT ACTION REQUIRED

Dear (member: insert name)

We regret to advise that the following invoice is now 14 days overdue:

Invoice Date: (insert date of original invoice here)

Invoice No: (insert invoice number here)

Invoice Amount: (insert invoice amount here)

We require immediate payment of this amount to avoid further action. Could you please let me know when we can expect payment?

If payment has already been made please disregard this email.

Thanks in advance for your understanding and cooperation.

Best regards

(insert Name)

(insert position title)