

Policy for chasing payment of unpaid monthly subs (approved by RTC Committee on 3 November 2024)

Policy to be followed by Riverside Committee when monthly subs have not been paid within the agreed payment terms.

Riverside Theatre Company payment terms: subs to be paid by standing order on 1st of each month (this may be 2nd, 3rd or 4th if 1st is a weekend and/or Bank Holiday).

Prompt payment of monthly subs helps with:

- the smooth running of Riverside Theatre Company
- prompt payment of invoices including paying the tutors and hiring The Priory Centre
- the ability of the committee to reinvest in furthering the aims of Riverside Theatre Company and the overall quality of the experience offered to the pupils
- good use of committee resources especially time
- safeguarding the reputation of Riverside Theatre Company

Steps to be followed:

Step	Day after non-payment	Action	Person responsible
1	8th	Polite reminder to be sent by email requesting that payment is made within the next 7 days.	Treasurer
2	15 th	<p>Formal demand for payment to be sent by email requesting that payment is made within the next 7 days.</p> <p>The formal demand is to include an offer to speak confidentially to the Chair or Treasurer if there are financial difficulties or extenuating circumstances which would mean that the payments cannot be made. The Chair and/or Treasurer would make the decision to offer potential financial assistance in terms of a subsidised place to ensure that the pupil remains at Riverside.</p> <p>Treasurer to attempt to speak to or ring the parent/carer during Sunday session</p>	<p>Treasurer</p> <p>Chair to be notified of the outstanding debt and all subsequent actions.</p>

Step	Day after non-payment	Action	Person responsible
3	22 nd	Letter to be sent asking for payment and informing that non-payment of fees by the end of the month will mean that the pupil's place at Riverside will be suspended until the outstanding fees are paid	Chair
4	32 nd	<p>A final demand is sent by email and letter informing parent/carer informing parent/carer that the pupil's place at Riverside has been suspended.</p> <p>Inform parent/carer that the Treasurer and Chair will seek approval from the Committee and Trustees to take the case to the Small Claims Court if the debt remains unpaid by day 40. Once approval has been granted, a claim will be submitted.</p> <p>Inform committee and trustees and seek approval from committee and trustees to take case to Small Claims Court if non-payment by day 40</p>	<p>Chair</p> <p>Chair</p> <p>Treasurer</p>
5	41 st	<p>Inform committee and trustees of case going to Small Claims Court</p> <p>Inform parent/carer that claim will be submitted once approval has been given from committee and trustees</p> <p>Submit case to Small Claims Court</p>	<p>Chair</p> <p>Chair</p> <p>Treasurer</p>

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