

# MRC Member Payments Policy

## – April 2024



This document sets out the obligations and rights for the club and members regarding necessary payments from member to the club.

### Subscriptions

1. All members (with the exception of Life Members appointed by the Committee) will setup a Bank mandate to allow the club to take all subscription fees and other charges by direct debit using the club's approved payment provider from 1<sup>st</sup> April 2024.
2. Payments for private boat racking will be taken by the same bank mandate direct debit from 1<sup>st</sup> April 2024 (see Private Racking Policy for details)
3. New members are permitted to have two trial training sessions before the first payment is due, but the new member must complete the new member registration process before going on the water. From the 22<sup>nd</sup> January 2024 a bank mandate will be required to be completed as a part of the member registration process. If following a trial outing the prospective member does not wish to continue as a member of MRC then they must email [treasurer@monmouthrc.org.uk](mailto:treasurer@monmouthrc.org.uk) requesting the mandate to be cancelled.
4. Payments will be scheduled to be collected by default on the 2<sup>nd</sup> of the month. A first month pro rata payment will be taken to synchronise with subsequent 2<sup>nd</sup> of month payments.
5. Members may elect to pay annually or monthly.
6. All payments to be taken will be notified several days in advance using the email address provided by the member at the time they created the direct debit mandate was created.
7. Failed payments – Should a payment fail, it will be requested again from 2 days after the scheduled collection day.
8. Members are expected to cancel their existing membership standing orders as at 31<sup>st</sup> March 2024 and no earlier. Should members omit to cancel the standing order, the funds received will be added to the members' legacy Rowing Account (see below).
9. Any member unable to set up a bank mandate in accordance with this policy must contact the treasurer or chair of the club. Alternative options can be considered if the member does not have a suitable bank account.
10. To cancel membership, members need to confirm their wish to cancel in writing to [treasurer@monmouthrc.org.uk](mailto:treasurer@monmouthrc.org.uk) and [membership@monmouthrc.org.uk](mailto:membership@monmouthrc.org.uk) by the 25<sup>th</sup> of the current month, so that the request for following payment on the 2<sup>nd</sup> of the next month can be cancelled. Membership then terminates on the 1<sup>st</sup> of the next month, the day before the new month's payment would have been taken. No refunds for part months or previous months are due.

### Rowing Accounts

**(This section replaces the Rowing Accounts Policy adopted in January 2022)**

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1. From 28<sup>th</sup> February 2024, all payments for rowing events made by the club on behalf of members (known to date as “Rowing Account” payments) will be taken by direct debit from the member, unless the following exception applies:
  - a. If the member has credit in the legacy Rowing Accounts system, this will be used first until August 2024.
2. The member will receive notification of payment for an event (which may include entry fee, boat transport costs and other elements as agreed by the committee) shortly after the date of the event, with payment being taken a few days later. The club will bear the members’ costs from the date of entry until this time.
3. Failed payments – Should a payment fail, it will be requested again approximately 2 days after the first payment date.
4. Repeat failures will mean that member will not be entered into any future events until the issue is resolved. If already entered for a future event that entry will be withdrawn.
5. The member to be billed by the Rowing Account Coordinator or the Treasurer will be determined by the entry made onto British Rowing Online Entries (if available) or the crew lists provided by the squad captain/group leader for non-affiliated events.
6. Payment for major events, typically but not exclusively being overseas, will be taken in advance as the club cannot bear these major costs up front. In this case there may be an initial fee and then a post event balancing fee.
7. Members’ funds in the legacy Rowing Accounts will be returned to members from August 2024 and the system will no longer function in the 2024/25 financial year starting 1<sup>st</sup> October 2024.
8. All reasonable efforts will be made to return outstanding rowing account balances to members. This will be done by the Treasurer contacting the individual and asking for details on how the refund should be processed. Where it has not been possible to provide a refund (which would only happen due to a failure to provide suitable bank details by the member), the amount of the funds held will be recorded by Treasurer for the 2024/25 financial year. If the funds have not been claimed by 31<sup>st</sup> October 2025, they will be treated as a donation to the club.
9. Should a composite crew be entered, a member of the club will need to be nominated to pay the non-member’s fees for racing. The member will be responsible for recouping the cost.

### Other Payments

From time to time, the committee may agree to administer payments for other items by the club’s approved payment provider. This decision will be duly minuted and will follow the same practice of payment notifications as outlined above.

It is anticipated that this process be followed for kit purchases in due course.