

Overdue Payment Procedure

The following process will be followed for invoices that are not paid on time. Please note that the follow up of unpaid invoices takes up many hours of time. We do understand that at times we all can be under some financial stress. This is why we do offer (where required) alternative payment arrangements. If you are experiencing difficulties making a payment by the due date, please email or discuss with reception **before** the due date of your invoice.

Courtesy Reminder

We understand that sometimes payments can be overlooked. Prior to the due date, we will send out a 'Courtesy Reminder' to all accounts that are yet to be paid. This generally occurs within 7 days prior to the invoice due date.

2nd Courtesy Reminder

If payment is still not received by the due date, a second courtesy reminder will be emailed to the account holder. This will be the final reminder before penalties are applied.

Overdue Notice

Once your invoice has reached 1 week over due, you would have already received 2 courtesy reminders. At this stage you will receive an 'Overdue Notice' with a late fee added to your invoice as per the tiered schedule below:

Amount owing Implied penalty

Amount owing	Implied penalty
\$0 - \$49	\$5.00
\$50 - \$149	\$10.00
\$150 - \$299	\$15.00
\$300 - \$499	\$25.00
\$500 +	\$50.00

Note: The above schedule will be capped after two consecutive weeks. If we have not received payment by the time a second 'overdue notice' has been sent, your child will be asked to sit out of all classes until payment has been made in full.

Between all of the above stages we will attempt to make phone contact with the account holder to discuss the situation. Please be aware this does take up a considerable amount of time. This time could be much better spent improving the service E.O.D and T.D.D provides all of our students.

I stress again, if you require a little more time, or you are experiencing financial difficulty please let us know. A solution is always achieved.

If you have any questions regarding this procedure please contact E.O.D at fees@evolutionofdance.net

Kind Regards

Leasa Rutherford

Accounts Manager