Markham Soccer Club

Registration Payments and Collections Policy

Effective Date: August 15, 2025

Markham Soccer Club
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Introduction

This policy outlines the payment requirements and collections process for Markham Soccer Club (MSC) programs. It ensures fairness and transparency for members while safeguarding the financial stability of the Club.

General Principles

This policy applies to all members of MSC, including players, parents/guardians, and other registrants in programs operated by the Club.

Members are expected to meet all financial obligations to the Club in a timely manner.

MSC will provide convenient payment options and installment plans for accessibility.

Consistent and fair collection practices will be applied.

Financial assistance programs are available for families in need and must be applied for at the time of registration.

Payment Plans

- **Primary:** Credit card payments through the Club's registration system (e.g., PowerUp, Demosphere).

- **Alternatives:** Electronic funds transfer (EFT), e-transfer, or cheque (by exception and with prior approval).

- **Installment Plans:** Available for grassroots, competitive and OPDL programs. Installments must be scheduled in advance and tied to a valid credit card for automatic processing.

Payment Policy

When possible, MSC will offer members fee installment plans to increase the accessibility of its grassroots, competitive and OPDL programs.

- Payment in full or the first installment is due at the time of registration.
- Accounts with installment status must have a credit card on file to facilitate automated payments.
- Payments are expected in full within seven (7) days of notice. Missed installment payments are subject to a $75 late fee if not rectified within 7 days. Alternatively, a valid payment arrangement approved by the Treasurer and Finance Committee may be established. Failure to make payment or secure an approved arrangement may result in player suspension until the account is resolved (see Collections Process below).

- A household account must be in good standing for any player(s) within that household to be rostered, participate in games, or receive uniforms. A household account is defined as the full balance owing for all players registered under the same household profile in the Club's registration systems.
- All indoor season and outdoor season fees must be paid in full prior to the start of outdoor season games. Players whose household accounts are not up to date prior to the first outdoor game will not be eligible to participate in games until payment is received.

Collections Process

Consistent and fair collection practices will be applied to ensure transparency, accountability, and respect for all members.

Step 1: Friendly Reminder (Day 1–10 after missed payment)

- Automated reminder via registration platform and email notification.

Step 2: Personal Follow-Up (Day 11–20)

- Direct phone call or email from Club staff to resolve payment issue.

Step 3: Escalation Notice (Day 21–30)

- Formal email noting overdue status, late fee applied, and potential suspension.
- Seven (7) days given to resolve.

Step 4: Suspension of Privileges (After Day 30)

- Player suspended from participation until account is cleared.
- Access to team schedules etc will be suspended.
- Notice provided to family, coach, and registrar.

Step 5: Final Collection (60+ Days Overdue)

- Member is flagged in the system and no future registrations will be allowed until the household account is cleared.
- Transfer requests will not be processed until total program fees are paid in full.

Financial Assistance

- Members may apply for external subsidies (e.g., Jumpstart, KidSport) or MSC's internal assistance fund according to the MSC Finacial Assistance Policy.
- Applications must be submitted at the time of registration.
- Accounts already in arrears are not eligible for retroactive assistance.

Oversight & Reporting

- The Treasurer and Finance Committee will review outstanding accounts monthly.
- Collections are managed by Club staff; appeals may be submitted in writing to the Finance Committee and must include the player's name, age and team.
- The Board will receive monthly updates on collections activity.

Communication

- Standardized communication templates will be used for reminders, overdue notices, suspension notifications, and clearance confirmations.
- All communication between the Club and members will be respectful, clear, and consistent.