

Member Account Delinquency Policy

Pursuant to the View Ridge Swim & Tennis Club (Club) Bylaws Article VII Section 4, the Board will review the following process if a member fails to pay membership or other fees when due and the account is determined delinquent. "Delinquent" for the purpose of this process means any account that has an outstanding balance for 45 days or more after the due date.

When an account is delinquent, the Board Treasurer and Bookkeeper, or their respective designees, will notify the member via certified mail that all club use and membership benefits are to be suspended unless payment (including all applicable late fees) is received in full within 15 calendar days of the notice (the Suspension Date). The Board shall be provided notice of such pending suspension. If the member's account continues to be delinquent as of the Suspension Date, the Board may immediately act to suspend the member. If action is so taken, the Board will instruct the Club Manager to remove the member's name (and all family members) from sign-in until the account is made current.

If a balance remains on the member's account at the beginning of the next billing cycle, the Board may take immediate action to terminate the membership in accordance with the Bylaws. In the event of Board action to terminate the membership, the Board Chair and Treasurer will notify the member of said termination via certified letter. Terminated memberships are returned to the club and the account balance due to the club will offset against any accrued capital balance due to the terminated member. Any remaining unpaid amount owing to the Club will be turned over to a third-party collection agency.

Appeal Process:

If a member would like to appeal their delinquency, they can notify the Board Treasurer in writing (including via email) and request a hearing. If a request for a hearing is made, the hearing will take place within one week with the Executive Committee members of the Board (President, Vice President, Secretary, Treasurer) who will make a recommendation to the Board based upon the information gathered at the hearing. The Board will vote on the recommendation and convey the decision in writing to the member.

If there is an agreed upon payment plan, then the member must adhere to the payment plan. Any default on a payment plan obligation will result in immediate suspension of the membership, and may include termination by Board action.

Upon termination of a membership, a member's capital owed will be offset by unpaid account balances due to the Club, with any remainder paid to the member as a part of the membership termination transaction. If the amount due exceeds the individual's capital balance, the difference will be due to the Club and may be turned over to third party collection service.