



## National Association of Student Money Advisers

### **FEES & DEBTORS POLICY**

The National Association of Student Money Advisers (NASMA) generates income from membership subscriptions and fees for attendance at training events and the Annual Professional Development Event (APDE). Some income is also generated through advertising by external organisations. All income generated is used by NASMA to develop the organisation in line with the Articles of Association and specifically the aims set out in the NASMA Objects. Without appropriate income NASMA cannot continue to enhance the support offered to members through development of resources, training, campaigns, representation, and through involvement in policy discussions about student funding and advice across the UK.

NASMA will pursue unpaid debts for membership and event attendance. This will provide for the ongoing development of the charity for the benefit of all NASMA members, and will ensure equal treatment for all concerned.

#### **Processes**

All NASMA invoices state that payment must be made to NASMA within 30 calendar days. NASMA will consider that payment has been made when a BACS payment clears, when a payment reaches the NASMA PayPal account, or when a cheque clears in our account. Other paperwork suggesting payments are being made will not be accepted as receipt of the outstanding amount.

#### **Membership Subscriptions**

Invoices for membership subscriptions will be issued on receipt of a completed membership form, or at the request of someone intending to submit a membership form. For recording purposes, invoices will be issued regardless of payment method indicated on a completed form. No automatic issuing of invoices will be completed. Membership for new and continuing members will not be confirmed until both payment and a completed membership form have been received.

For NASMA members renewing their membership, if payment is not received within 30 calendar days of an invoice being sent the membership for the individual concerned will be put on hold. They will have no access to the NASMA mailbase, Members Area of the website, or regional meetings. Attendance at training events must be paid at the External rate.

#### **Training & Development Event Fees**

When a training event booking form is completed an invoice will be issued for the appropriate delegate rate (Member/Associate/External), as determined by the rate for the event concerned. Payment should be made within 30 calendar days of the invoice being issued.

Invoices remaining unpaid after 30 calendar days will be noted by the NASMA Administration & Events Co-ordinator. A follow-up invoice will be sent requesting payment as soon as possible within the next 30 calendar days. If further invoices are requested an administration charge may be applied.

Should payment still not have been received within 60 calendar days it will be assumed that there is no intention to make payment. Future requests from the individual to attend NASMA training will be rejected until payment of the outstanding amount is received. Should payment not be received within the membership year any future request for membership will be referred to the NASMA Secretary, who may refuse membership on the grounds of outstanding debt owed to NASMA.

#### **Event Attendance Cancellations & Substitutions**

NASMA training events are arranged based on the minimum and maximum delegate numbers as determined by the trainer. Late cancellations often incur charges. Delegates unable to attend an event due to extenuating personal circumstances should contact the NASMA Office as far in advance as possible of the scheduled event. Such situations will be considered on a case by case basis.



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Fees will only be refunded in full where notification that a delegate wishes to cancel their place is provided 30 days before the event. If payment has already been received then NASMA will refund the fee in full.

For cancellations between 30 calendar days and 14 calendar days prior to an event taking place refunds will be offered at 50% of the delegate fee paid.

For cancellations within 14 calendar days of an event taking place no refund will be given.

No fee will be charged for any substitution made more than 14 calendar days before a training event, subject to the attendee falling in to the same membership category as the original booking. A £30 administration charge will be made for any substitutions made within 14 calendar days of the training event taking place. Substitutions will not normally be accepted less than 3 calendar days before a training event takes place.

For APDE no fee will be charged for any substitution made more than 30 calendar days before the event, subject to the attendee falling in to the same membership category as the original booking. A charge of £50 will be made for any substitutions made between 30 calendar days and 14 calendar days before the event. Due to the late notice of this change it is likely that substitutions will normally have to attend the exact same workshops as assigned to the person they are replacing. Substitutions will not normally be permitted within the 14 calendar days before the event.

For briefing events where no charge is made for NASMA members, failure to attend without giving a minimum of 72 hours' notice will result in an invoice being issued charging the external delegate rate.

### **Trainer Cancellations**

Should a trainer fail to give appropriate cancellation notice, as outlined in the terms and conditions of the NASMA Trainer Contract, and/or fail to arrange an appropriate alternative provider or deliver the agreed course, NASMA will invoice for reasonable expenditure incurred.

Invoices remaining unpaid after 30 calendar days will be noted by the NASMA Administration & Events Co-ordinator. A follow-up invoice will be sent requesting payment as soon as possible within the next 30 calendar days. If further invoices are requested an administration charge may be applied. It is likely that NASMA will not invite the trainer to deliver at future NASMA events.

### **External Organisations**

NASMA will issue invoices for event sponsorship, participation and advertising. It is expected that payment will be received before attendance at an event or before any advertisements are circulated by NASMA. Any invoices remaining outstanding after 30 calendar days will be recorded and a follow-up invoice will be sent. If payment remains outstanding after a further 30 calendar days it will be assumed that there is no intention to make payment. A final letter will be sent from the NASMA Treasurer advising that any ongoing agreement will be terminated. Any advertising agreed will be cancelled.

### **Policy**

NASMA reserve the right to invoke legal action in relation to outstanding invoices.

This policy will be made available via the Policies page on the NASMA website. It will also be mentioned on all booking forms and on any invoices sent from the NASMA office. Any persons wishing to complain about a breach of this policy should consult the NASMA Complaints Policy & Procedure in the first instance.

This policy will be reviewed annually.

*Last Reviewed: February 2012*