



**Invoicing, Fee Collection  
& Suspension Policy**

**Last Updated June 2019**

## **Purpose**

This policy sets out our approach to invoicing and collection of monies owed to Hockey Victoria Inc (HV) to ensure the efficient collection and recording of these funds.

The policy outlines action to be taken where monies are not collected according to the policy, including the application of the Suspension Policy (Refer to Section 7).

## **Definitions**

**Player** – refers to any program participant or their parent/guardian responsible for the settlement of all relevant team or program fees.

**Customer** – refers to the individual responsible for the payment of HV fees and charges.

**Exceptional Circumstances** – each individual circumstance will be assessed at HV’s sole discretion.

**Train On** - any player selected at the Final Player Assessments who is not a member of the team.

These players will be involved in the team preparation period but will not travel to the tournament. In the event of a squad being selected a train on is any player, who after further weeks of training as a squad, has not been named in the final team.

**Train On Levy** – financial contribution to the costs of training and coaching, applicable to any player named as a Train On.

## **Who does the Policy Apply to?**

This Policy is applicable to all Players, Coaches, Umpires, Officials, Individuals or Customers who have incurred a debt with HV.

## **Contents**

1. Players Selected for HV State Representative Teams (Outdoor U21, U18, U15, U13 and Indoor Open Men and Women, U21, U18, U15 and U13)
2. Players Selected for HV Representative Teams (Applicable where a team squad is announced)
3. Players Selected for HV State Representative Teams (Country & Masters Teams)

4. Players Selected for HV Zone Representative Teams
5. HV Nomination Fees and Program Fees
6. Coaches, Umpires, Officials, Players and Individuals
7. Failure to Pay triggering the Suspension Policy and External Debt Collection

## **1. Players Selected for HV State Representative Teams (Outdoor U21, U18, U15, U13 and Indoor Open Men and Women, U21, U18, U15 and U13 excluding the selection of squads)**

### **1.1 Invoicing and Payment**

As part of the nomination process for a HV State representative team, an anticipated cost of participation (excluding uniform items) will be advised to all players.

Players selected in HV State representative teams will receive an invoice for participation in the selected team within seven (7) days of the team being published on the HV website.

Players are required to pay a \$1000 instalment on the State team account to confirm their place in the team within 14 days from the receipt of the invoice.

Players are then required to pay the remaining balance on the State team account within 28 days from the receipt of the invoice.

The dates that the two (2) instalments are due will be detailed on the HV invoice.

Non payment of any instalment detailed on the HV invoice will result in HV's Suspension Policy being applied and may lead to suspension and/or the debt being passed onto HV's Debt Collection Agency (Refer to Section 7).

Players named as a "train on" for a Victorian State team, will receive an invoice for \$200 within seven (7) days of the team being published on the HV website, being the team training levy. This invoice is due and payable within 14 days of issue.

### **1.2 Withdrawal from State Representative Teams**

Players who withdraw from a State Representative Team prior to team departure will receive a refund of any monies paid less the "train-on" fee and an administration fee of \$50.00.

### **1.3 Payment arrangement - Deed of Repayment**

For players to be eligible for a payment arrangement with HV, the first instalment of \$1000 on the State team account must have been paid by the dates detailed on the HV invoice (i.e. \$1,000 within 14 days of the receipt of the invoice).

A Deed of Repayment can be entered into for the remaining balance of the State team account, being the HV invoice amount less the first instalment of \$1,000.

Requests for a Deed of Repayment must be made in writing to HV 28 days prior to team departure, and such requests are to be made using the link, [click here](#) to access the HV Deed of Repayment request.

Deeds of Repayment will be granted on an individual basis by HV's Finance Manager, following approval by the Chief Executive Officer.

A Deed of Repayment will be prepared and is to be executed by all parties to the agreement.

A Deed of Repayment will only be approved, where the account balance will be settled within eight (8) weeks of the tournament's conclusion.

A Deed of Repayment will be applicable for the current State team only. A player selected in a subsequent State team must have finalised any previous Deed arrangements and must submit a new request for a Deed of Repayment, if required.

If an instalment is missed, the Deed of Repayment terminates immediately. The full invoice amount will then be payable within 14 days. If payment is not received within 14 days, the account will be passed on to HV's Debt Collection Agency (Prushka Debt Management Services) and HV's Suspension Policy will apply (Refer to Section 7).

## **2. Players Selected for HV State Representative Teams (Applicable where a team squad is announced)**

### **2.1 Invoicing and Payment**

As part of the nomination process for a HV State representative team, an anticipated cost of participation (excluding uniform items) will be advised to all players.

Players selected in a HV State representative team squad will receive an invoice equal to the team “train on fee”, currently \$200, within seven (7) days of the squad being published on the HV website. The invoice issued for the “train on” fee is due within 14 days of issue.

On announcement of the final team on the HV website, players will be issued with an invoice for the full cost of participation in the team. The \$200 “train on” fee previously paid will be deducted from the amount owing. To confirm their place in the team, players will be required to pay a further \$800, within seven (7) days of the issue of the Hockey Victoria invoice. Payments made to this point will equal \$1,000.

A second and final payment, being the amount stated on the HV State team Invoice, less \$1,000 (instalments paid), is due and payable within 28 days from the invoice issue date

HV invoices issued will have the payment dates detailed on the invoice.

Non-payment of any instalment detailed on the HV invoice will result in HV’s Suspension Policy being applied and may lead to suspension and/or the debt being passed onto HV’s Debt Collection Agency (Refer to Section 7).

Players not named in the final team, will be considered a “train on” and will only receive the “train on” invoice for \$200, as detailed above.

### **2.2 Withdrawal from State Representative Teams**

Players who withdraw from a State Representative Team prior to team departure will receive a refund of any monies paid less the “train-on” fee and an administration fee of \$50.00.

### **2.3 Payment arrangement - Deed of Repayment**

For players to be eligible for a payment arrangement with HV, the payment of \$1,000 must be paid, (\$200 train on fee and \$800 deposit) by the dates detailed on the HV invoice.

A Deed of Repayment can be entered into for the balance of the State team account, being the HV invoice amount less \$1,000 paid as per two (2) instalments.

Requests for a Deed of Repayment must be made in writing to HV 28 days prior to team departure, and such requests are to be made using the link, [click here](#) to access the HV Deed of Repayment request.

Deeds of Repayment will be granted on an individual basis by HV's Finance Manager, following approval by the Chief Executive Officer.

A Deed of Repayment will be prepared and is to be executed by all parties to the agreement.

A Deed of Repayment will only be approved, where the account balance will be settled within eight (8) weeks of the tournament's conclusion.

A Deed of Repayment will be applicable for the current State team only. A player selected in a subsequent State team must have finalised any previous Deed arrangements and must submit a new request for a Deed of Repayment, if required.

If an instalment is missed, the Deed of Repayment terminates immediately. The full invoice amount will then be payable within 14 days. If payment is not received within 14 days, the account will be passed on to HV's Debt Collection Agency (Prushka Debt Management Services) and HV's Suspension Policy will apply (Refer to Section 7).

### **3. Players Selected for HV State Representative Teams (Country & Masters Teams)**

#### **3.1 Invoicing and Payment**

Players selected in HV Masters State representative teams will receive an invoice for participation in the selected team as soon as practical after the announcement of the selected teams.

Invoices are due and payable 14 days from the date of issue.

Non payment of the HV Invoice, within 14 days of issue, will result in HV's Suspension Policy being applied and the player will not be permitted to participate further in the team, including team training (Refer to Section 7).

A reminder will be issued, and if the account remains outstanding 28 days from issue, further action will be taken to recover the amount owed. If payment is not received, outstanding accounts will be passed on to HV's Debt Collection Agency (Prushka Debt Management Services).

#### **3.2 Withdrawal from State Representative Teams - Masters**

Players who withdraw from a HV Masters State representative team, must advise the Men/Women's Co-ordinator and HV's High Performance & Athlete Development Manager, via email, stating the reason for withdrawal and the withdrawal date.

On receipt of this information a pro-rata amount will be calculated, according to the player's involvement in the team up to the withdrawal date. An administration fee of \$50.00 will also be applied.

Any fee due to HV, will be payable within 14 days, of the issue of a HV Invoice detailing the pro-rata amount due.

#### **3.3 Payment Arrangement – Deed of Repayment**

A Deed of Repayment can be entered into for a maximum of 50% of the invoiced tournament costs. At least 50% of the invoice tournament costs must be paid prior to a request for a Payment Plan being submitted.

Requests for a Deed of Repayment must be made in writing to HV 28 days prior to team departure, and such requests are to be made using the link, [click here](#) to access the HV Deed of Repayment request.



Deeds of Repayment will be granted on an individual basis by HV's Finance Manager following approval by the Chief Executive Officer.

A Deed of Repayment will be prepared and is to be executed by all parties to the agreement.

A Deed of Repayment will only be approved, where the account balance will be settled within eight (8) weeks of the tournament's conclusion.

A Deed of Repayment will be applicable for the current State team only. A player selected in a subsequent State team must have finalised any previous Deed arrangements and must submit a new request for a Deed of Repayment, if required.

If an instalment is missed, the Deed of Repayment terminates immediately. The full invoice amount will then be payable within 14 days. If payment is not received within 14 days, the account will be passed on to HV's Debt Collection Agency (Prushka Debt Management Services) and HV's Suspension Policy will apply. (Refer to Section 7)

## **4. Players Selected for HV Zone Representative Teams**

### **4.1 Acceptance and Payment**

Players selected in HV Zone Representative Teams, will receive an email from HV confirming their selection in a Zone Representative Team. HV will use e-commerce technology to record the player acceptance and payment.

The email will contain a “Player Confirmation and Payment” link, which is to be completed in order to accept the position in the Zone Representative Team.

The email will state the date by which team acceptance, including payment, must be completed.

#### E-Commerce via HockeyNet

Where registration and payment is made by credit card using the HockeyNet system no invoices are produced. Clear information is provided by our e-commerce system as to the amount that will be charged for the program and the charge to the credit card being applied. A receipt will be issued by the HockeyNet e-commerce system for all payments made on-line.

Any player who has not completed the link, and made payment by the nominated date, will not be included in the official “starting line-up” tournament sheet and will therefore not be able to take to the field in a HV Zone Representative Team.

### **4.2 Withdrawal from a Zone Representative Team**

Players who choose not to accept their position in a Zone Representative Team, or withdraw from a Zone Representative Team, are required to provide the reason for withdrawal and the withdrawal date in writing, via email to their Zone Co-ordinator and to HV’s Indoor and Events Manager.

On receipt of this information, HV will pro-rata the amount due and payable, according to the player’s involvement in the team up to the withdrawal date. This fee will be determined by the HV’s Indoor and Events Manager in consultation with the Zone Co-ordinator.

Any fee due to HV, will be payable within 14 days.

Any refund due, will be processed by HV, within 14 days of the notice of withdrawal being received from the Zone Co-ordinator.

### **4.3 Payment Plans**

Payment plans are not available for Zone Representative Teams.

## 5. HV Nomination Fees and Program Fees

### 5.1 Nomination/Registration and Payment

Players wishing to nominate for various HV teams/programs or register for development programs as offered, will be required to complete an on-line registration link using e-commerce technologies. Payment for these fees will be required at the time of completing the registration.

#### E-Commerce via HockeyNet

Where registration and payment is made by credit card using the HockeyNet system no invoices are produced. Clear information is provided by our e-commerce system as to the amount that will be charged for the program and the charge to the credit card being applied. A receipt will be issued by the HockeyNet e-commerce system for all payments made on-line.

Any nomination or registration not completed via the promoted on-line link with the payment of the appropriate fee will not be able to participate in the HV activity.

### 5.2 Withdrawal of a nomination or from a HV program

Withdrawal of a State team nomination, may, **in Exceptional Circumstances**, result in a nomination fee being refunded.

HV's High Performance & Athlete Development Manager, should be advised, via email, of:

- (i) Notice of withdrawal from a State team trial,
- (ii) Reason for the withdrawal.

Any refund due, will be processed by HV, within 14 days of the notice of withdrawal being received by the High Performance & Athlete Development Manager.

Withdrawal of a Zone team nomination, may, **in Exceptional Circumstances**, result in a nomination fee being refunded.

HV's Indoor and Events Manager, should be advised, via email, of:

- (i) Notice of withdrawal from a Zone team trial,
- (ii) Reason for the withdrawal.

Any refund due, will be processed by HV, within 14 days of the notice of withdrawal being received by the Indoor and Events Manager.

Withdrawal from a HV development program, may, **in Exceptional Circumstances**, result in the program fee being refunded.

HV's High Performance & Athlete Development Manager, should be advised, via email, of:

- (i) Notice of withdrawal from a development program,
- (ii) Reason for the withdrawal.

Any refund due, will be processed by HV, within 14 days of the notice of withdrawal being received by the High Performance & Athlete Development Manager.

### **5.3 Payment Arrangements – Deed of Repayment**

Payment arrangements are not available for Nomination Fees or HV Program Fees.

## **6. Coaches, Umpires, Officials, Players and Individuals**

### **6.1 HV Invoices and Payment**

Any debt owed to HV, not specified in Sections 1 –5 above, for which a HV Invoice is raised, will be due and payable within 14 days of issue.

Non payment of the account within 14 days will result in HV's Suspension Policy being applied. (Refer to Section 7)

A reminder will be issued, and if the account remains outstanding 28 days from issue further action, will be taken to recover the amount owed. If payment is not received, outstanding accounts will be passed on to HV's Debt Collection Agency (Prushka Debt Management Services).

#### **a. Withdrawal**

Not applicable.

### **6.2 Payment Arrangements – Deed of Repayment**

Payment arrangements are not available.

## **7. Failure to Pay triggering the Suspension Policy and External Debt Collection.**

If a Player, Coach, Umpire, Official, Off Field Team (OFT) Member, Individual or Customer fails to pay their Invoice by the due date/(s), a reminder letter will be sent with an immediate payment request known as “Final Payment Date”.

In the event that a player fails to pay the amount due by the Final Payment Date, a finance charge (calculated at \$10 monthly) irrespective of the quantum of the amount due, shall also be payable.

Should payment not be received by the Final Payment Date, HV will issue a notice of suspension and the debt may be referred to External Debt Collection.

### **Suspension Policy**

- From the date of the notice of suspension, the individual will be suspended from further participation in all HV representative teams, events, competitions and programs.
- Once outstanding payments have been paid, the suspension will be lifted immediately.

### **External Debt Collection**

From the date of the notice of suspension, any outstanding debts will be passed on to HV’s Debt Collection Agency (Prushka Debt Management Services).

*In the event of the Customer being in default of their obligation to pay and the overdue account is then referred to a debt collection agency, and/or law firm for collection the Customer shall be liable for the recovery costs incurred and if the agency charges commission on a contingency basis the Customer shall be liable to pay as a liquidated debt, the commission payable by the Supplier to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred per cent recovery and in the event where the Supplier or the Supplier's agency refers the overdue account to a lawyer the Customer shall also pay as a liquidated debt the charges reasonably made or claimed by the lawyer on an indemnity basis.*

The above outlined Suspension Policy and External Debt Collection Process is applicable to Players, Coaches, Umpires, Officials, Individuals and Customers who incur a debt due to HV. While the majority of the cases will be for debts covering attendance at National Championships, it applies to any costs where a debt has been incurred.

The HV CEO will have the discretion in certain circumstances to allow part-payments, other methods of payment, or to vary the penalty procedure.

The HV Player Invoicing, Fee Collection & Suspension Policy will be reviewed and modified on an annual basis.