

## **New Payment Arrangements from September 2022**

### **Who is the payment provider?**

We are using GoCardless as the payment provider, LoveAdmin is the system and the user interface is JoinIn.

JoinIn is a great little site with many features, including a calendar so you can see what days and times we are in and all changes are made in real-time. You can also view upcoming, outstanding and missed payments and manage it all simply within your account. I know several clubs that have been using GoCardless for many years and the feedback is very positive.

### **Will I be able to choose the date my Direct Debit goes out?**

Yes, to a degree. Fees are paid in advance, therefore you must ideally make your first payment **BEFORE** the start of the club year (11th September).

When you set up your first payment, the Direct Debit will then come out on that same day each month. Therefore you can choose the day of the month that works for you by timing your first payment accordingly.

It is important that the due date works for you so we will endeavour to issue the instructions as soon as possible in case people prefer payments to come out at the end of the month (your first payment should then be at the end of August).

**Can I change the date my Direct Debit goes out?** Absolutely no idea as yet, but due to the way the payments are set up I think this would be tricky to do. I would advise setting the preferred date initially and if at any point you need to change this, get in touch and we will problem solve it (perhaps it would mean cancelling an existing one and setting up a new one).

### **What if I have payments outstanding?**

If you have payments outstanding for 2021/22, you should try to settle these by the end of August by direct BACS payment if possible. Please let us know the date and amount of any additional payment you make to settle your balance. If you are not able to do this, please set up your Direct Debit from September as per the instructions we send you. We will then contact you and work out the best way to deal with any outstanding fees individually and separately in due course.

### **What if I've paid too much in 2021/22?**

If you have credits on your account, we will issue a reduced invoice for September and then ask you to set up your direct debit as per the instructions, from October instead.

### **Are fees going to increase in September?**

We are committed to keeping fees at a reasonable rate and the costs incurred by Squad and Development training sessions are supported by the income from GfA programs. However, some increases are necessary to cover rising costs. See the information below about the fees from September 2022.

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### **What if I haven't set up an account with JoinIn yet?**

We sent you a number of emails asking you to do this several weeks ago. Those of you who did not do it were added manually in the end and I sent you a direct invite to register which makes the process even more straight forward.

You will need to find this invite to register so you will have to look back through your emails for one sent around the 25th July. If you can't find the invite email please check your junk and then if you still cannot find it, let me know as soon as possible so that I can work a solution for you.

### **This sounds complex, can I just pay by standing order or direct bank transfer?**

You will get an invite to the squad fees and it is very easy to set up at that point. As long as you have set up your account and purchased the 'Existing Members sign-up' the process should be straight forward from there... we recommend you do this asap if you have not done so already. Manually checking standing orders has always been very inefficient because I don't receive the bank statements until nearly the end of the month and I have no access to the clubs internet banking. The new payment providers deposit funds as they come in which means there will be even more pages of transactions to look through! ... I hope you will agree that my time is better spent in other ways. Using the new payment provider will mean I do not have to manually check for payments and you will be able to track your payments much more easily too.

### **Squad & Development Fees from September 2022**

Squad and Development fees are an annual fee, based on 40 to 42 training weeks per year, split into 12 equally monthly payments. The hourly rate for standard training schedules is kept to a minimum and decreases depending on the number of regular training hours.

**4 - 6 hours p/w:** £60 pcm

Groups: Acro Development & Advanced Squad

**7 hours p/w:** £70 pcm

Groups: Acrobatic Regional Squad

**8 hours p/w:** £80 pcm

Groups: Artistic Development

**12 hours p/w:** £90 pcm

Groups: Artistic Regional & Acrobatic National Squads

**14 hours p/w:**\* £95 pcm

\* Total is 14.5 hours but only 36 weeks per year with the remaining 6 weeks being 12 hours.

Groups: Artistic National Squad