

Membership Renewal Questions for May 2020

General

1) How do I apply for the interest free Monthly Direct Debit?

Please email Matt Jones on matt.jones@moorparkgc.co.uk to request a Direct Debit application form. The form must be completed and sent back to Matt by Sunday 26th April.

2) What happens if I miss the cut-off date for the Monthly Direct Debit?

Due to administrative constraints we cannot promise to allow Members to pay by direct debit after the cut-off date of Sunday 26th April. We will however try our best to help so if you have missed the cut-off date and still wish to pay by monthly direct debit please email [Matt Jones](mailto:Matt.Jones@moorparkgc.co.uk).

Please note that if you are late setting up your monthly direct debit you will be required to pay the full subscription over fewer months.

3) Does the Monthly Direct Debit commit me to a full year's subscription?

Yes. As per the Direct Debit agreement you will be required to pay the full subscription.

4) What happens if I cancel my Monthly Direct Debit?

If a payment is denied or unable to be taken then the Club will contact you to advise that, as per the Direct Debit agreement, you have 30 days to make the missed payment. If a payment is not made within this time frame you will be considered to have resigned your membership.

Golfing Members

5) What is the On Hold Category?

In accordance with the Bye-Laws, this category is only open to current Golfing Members. The On Hold category allows Members within golfing categories to **freeze** their membership for up to 3 years and re-join without needing to pay an entrance fee. During this time On Hold Members are not allowed to use any of the facilities of the Club including the Mansion, Golf courses, Practice facilities or Tennis Courts. Members are required to leave their Debenture in place and pay an administration fee which this year is £160 + VAT.

6) If I move into the On Hold category and then decide to transfer back to my original membership during the subscription year what will I be charged?

Members wishing to transfer back to their original membership category will be charged the full 12 month subscription less the On Hold fee.

7) If I move into a Tennis or Social membership category and then decide to upgrade my membership during the subscription year what will I be charged?

Members wishing to upgrade their membership during the year will be charged the full 12 month subscription of the upgraded category and receive credit for their Tennis or Social subscription previously paid.

8) What happens if I resign my membership and wish to re-join?

Any Member having resigned and wishing to withdraw his resignation may do so and be re-elected as a Member. The Board has discretion to waive any entrance fee and for the year ended 30 April 2021 has agreed to do so. Members will however be required to pay the full subscription (and if applicable the Debenture) in force during the period between the date of resignation and re-election i.e. the full subscription for the year.

If you would like to re-join after 30th April 2021 and have not paid an On Hold fee you will be required to pay an entrance fee if applicable.

9) I have been financially impacted by COVID-19 and cannot afford to pay my subscriptions.

What are my options?

We encourage Members to take advantage of the interest free monthly direct debit option. Alternatively you are able to put your membership On Hold or become a Social Member and also pay either of these via interest free monthly direct debit.

10) What is the latest date I can renew my membership?

For those wishing to pay by Monthly direct debit please see the section on this.

For those wishing to pay their subscription in a lump sum we encourage those that can to renew their membership by 1st May to do so.

For those Members who require more time you can defer payment until the 31st May.

Tennis and Social Members

11) I am a Tennis Member, what are my options?

Tennis Members may pay their subscriptions using the various ways to pay including interest free direct debit, chose not to renew their membership and re-join next year, or put their membership on hold (see below.)

As explained in question 5 above, the current Bye-Laws only provide for Members within golfing categories to put their membership on hold. The Board has, however, decided that for this year only, Tennis and Social Members may put their membership on hold for up to 12 months for a fee of £160 + VAT and re-join on 1 May 2021 without needing to pay any additional entrance fee. Whilst your membership is on hold you are not allowed to use any of the facilities of the Club including the Mansion or Tennis Courts.

Although there is currently no joining or entrance fee for Tennis Members, the Club cannot guarantee that this will be the position after 30 April 2021.

Members wishing to transfer back to their original membership category before 1 May 2021, will be charged the full 12 month subscription less the On Hold fee.

12) I am a Summer Tennis Member, am I required to pay my full subscription?

Yes. We are asking for support from all Members during this trying time. We appreciate that you may not have use of the Tennis facilities and Mansion throughout the Summer period but ask for your support to ensure the future of our Club.

13) I am a Social Member, what are my options?

Social Members may pay their subscriptions using the various ways to pay including interest free direct debit, chose not to renew their membership and re-join next year or put their membership on hold.

As explained under question 11 above, the Board has decided that, for this year only, Tennis and Social Members may put their membership on hold for up to 12 months for a fee of £160 + VAT and re-join on 1 May 2021 without needing to pay any additional entrance fee. Whilst your membership is on hold you are not allowed to use any of the facilities of the Club including the Mansion.

Members wishing to transfer back to their original membership category before 1 May 2021, will be charged the full 12 month subscription less the On Hold fee.

The Board cannot at this time determine what the joining fee for Social Members will be after 30 April 2021.