

Outstanding Balance Policy

Date of policy approval: Monday 14th September 2026

Date of policy review: September 2027

Writer/reviewer of this policy: Dan Chapman, Managing Director

1. Introduction

CoachUnlimited understands that at times there are pressures on personal finances and hope that through confidential, honest, and open discussions most late payments or money owed to the club will be recovered.

If, however, this route proves unsuccessful the following events will take place to recover any outstanding balance.

2. Prevention

One important element is to prevent the debt occurring in the first instance. This can be achieved using the following methods:

- Implement an efficient booking system where bookings cannot be made without payment
- Encourage parents to use childcare voucher schemes
- Manual bookings by CoachUnlimited admin, or wraparound extra bookings taken by school offices to be for exceptional circumstances only
- Retrospective charges for extras to be added to the booking system and payment requested within a week of the place being used

3. Escalation Process for Outstanding Balances

If pupils attend a club without it being paid for in advance, we will grant a short-term debt allowance which we expect to be cleared within 7 days of the payment request being sent.



@coachunlimited1

"Providing enriching experiences through high quality delivery"

www.coach-unlimited.co.uk

@coachunlimited_



Inevitably, not all debts can be prevented using the methods above. Where there is an outstanding balance for longer than 7 days following payment links being sent, the following steps will be followed:

- **Stage 1: First Reminder:** As soon as an account shows a negative balance, an email is sent from the booking system requesting payment within 7 days.
- **Stage 2: Reminder/Warning:** If the balance is not cleared within the given timeframe, a further reminder is issued with a new deadline. Parents will be warned that future bookings could be compromised.
- **Stage 3: Suspension of Service:** If the outstanding balance remains unpaid past the deadline, the ability to make extra bookings via the school office (wraparound), and manual bookings for clubs (via CoachUnlimited admin) is revoked.
- **Stage 4: Cancellation of Place:** An outstanding balance beyond stage 3 could result in the permanent cancellation of the booking account and bookings.

Financial Hardship

If a parent is having trouble with payment of their fees, they should speak with a member of staff, or contact the Clubs Lead via clubs@coach-unlimited.co.uk, as soon as possible. Our staff will treat all matters confidentially and arrange for discussions in private.



@coachunlimited1

"Providing enriching experiences through high quality delivery"

www.coach-unlimited.co.uk

@coachunlimited_

