

BLUE GRASS SPORTSMEN'S LEAGUE MEMBERSHIP BILLING AND APPLICATION POLICY

This Policy as adopted by the Blue Grass Sportsmen's League Board of Officers and Directors shall govern the Billing of Membership Dues and New Member Application Procedures.

MEMBERSHIP BILLING

Annual Memberships

Annual Renewal Dues are due each year on the day and month the membership was activated. They may be on any day of the year (except February 29). **Annual renewals will be allowed only for the next renewal period, and not multiple years.**

For members with valid emails, the following will be done:

1. Renewal Reminder and Invoice from Wild Apricot 15 days before due
2. 2nd Renewal Reminder from Wild Apricot on day due (if not paid) that the 30
3. day grace period is beginning
4. Renewal confirmation from Wild Apricot on day due if/when renewed.
5. Grace period expired email from Wild Apricot 30 days Past Due and that termination will occur in 15 days
6. Termination email 45 days Past due (membership archived or deleted)
7. The book keeper shall take additional actions regarding these members.
 - a. **One courtesy phone call around 15 days past due informing the member that their membership is past due and in jeopardy. The purpose of this phone call early is, in part, to verify that the member has been getting email (or other) notices -- in several cases, members have not gotten email because of incorrect email addresses in Wild Apricot. If the member does not intend to renew, ask why and note the answer. Wish them luck!**
 - b. **If and only if the member expressed desire to renew during the 15 day phone call, but does not subsequently take action to do so, a second follow up phone call may be made after 30 days past due at the discretion of the book keeper.**

Members who do not have email

1. Mail Renewal Reminder and Invoice 15 days before due (as renewal is set to pending and invoice is generated)
2. Grace period mail 30 days Past Due (not in good standing/lapsed) noting that membership will be suspended in 15 days

3. The book keeper shall take additional actions regarding these members.
 - a. **One courtesy phone call at 7 days past due informing the member that their membership is past due. The purpose of this phone call early is, in part, to verify that the member has been getting mail (or other) notices. If the member does not intend to renew, ask why and note the answer.**
 - b. **If and only if the member expressed desire to renew during the 7 day phone call, but does not subsequently take action to do so, a second follow up phone call may be made after 30 days past due.**
 - c. **If the situation dictates, the bookkeeper shall have the discretion to extend the termination of the membership to 60 day past due, but is not required to do this.**

Monthly, Quarterly and Semi-Annual Membership Payments

These types of payments are intended to be made online by automatically recurring credit card transactions. Offline payment options are currently enabled for all membership levels with automatically recurring payments. Monthly offline options are to be made unavailable, and a valid email will be required for all recurring type membership levels. Any existing member's monthly payments via the offline method will be offered the option of switching to quarterly or semi-annual payments (offline) or switching to an annual membership on a prorated basis.

Payments are due every "subscription period" (1 month, 1 quarter or 6 months) on the day of the month that the membership was activated. The following will be done for each account:

1. A renewal reminder from Wild Apricot at 3 days before due stating the amount that will be processed on the due date -- the 1st renewal reminder currently
2. A renewal confirmation from Wild Apricot on the date due when/if payment is received or a notice that transaction failed.
3. Warning email after 14 days past due
4. **Termination email 30 days past due (archived/deleted)**
5. The book keeper should take additional actions regarding these members.
 - a. **One courtesy phone call *within* 14 days past due informing the member that their membership is in jeopardy. The purpose of this phone call early is, in part, to verify that the member has been getting email (or other) notices -- in several cases, members have not gotten email because of incorrect email addresses in Wild Apricot. If the member does not intend to renew/pay, ask why and note the answer.**
 - b. **If a full year's membership has not been paid via payments (as agreed in the terms) and the member is stopping payments, send letter/email explaining this is the contract.**
 - c. **Any follow up email or phone call required at the discretion of the book keeper to restore online transactions.**

Life Members

1. An audit of life members shall be completed every 5 years, via several options: phone, in-person contact, email, and, if required, USPS. At least two (if needed) attempts of different types should be made at 2-week intervals to complete contact of audit, (e.g. an email on Dec. 1, and a phone call on December 15). The audit can be done as an ongoing process, so long as all life members are contacted in any 5-year period or all at once every 5 years, starting in 2022 (as the last audit was conducted in 2017).
2. Cards expiring in 5 years shall be sent to all life members as verified in item 1.
3. If a member is confirmed deceased by the audit or other means (e.g.
4. obituary after failure to contact), the member shall be archived or deleted (after export of records).
5. Should a life member be neither reachable by the audit nor confirmed deceased, the membership shall be retained as archived and no card shall be issued and the gate card shall be deactivated.
6. Should the number of Life Memberships exceed 2% of the membership capacity a separate account for Life Member dues shall be set up to insure that they are properly invested for principle protection and the interest income shall be used for normal operating expenses.

NEW MEMBER APPLICATION PROCESS

1. Member applications will be accepted at any time via online application, by phone, mail or in-person.
2. The first payment is due upon approval of application and completion of orientation or no later than 30 days past submission of application. The first payment is payable as soon as application is submitted. At this time Wild Apricot will send a “welcome letter” requesting that the member arrange a new member orientation time with the office ASAP... Recurring payments will be activated after orientation; annual renewal due date will be updated after orientation.
3. Applications should be verified before approval
4. A member is not activated/in good standing until approval of application and completion of new member orientation.