



# Finance - House Account Policy

Version	Board Approval Date	Version Change Description
1.0	17/05/2017	New Policy – supersedes IGC Card Account Policy
2.0	24/10/2017	Inclusions; Family Social Membership and Limit Increase Form. Corrections; AMEX Surcharge
3.0	19/03/2019	4.7 Overdue Accounts re-write to include Late Payment Fee etc. and to account for Lifestyle/Gateway category structure.
4.0	18/09/2019	Removal of Junior House Account Limits
5.0	13/11/2019	Withdrawal of Credit Limit not reinstated
6.0	12/02/2020	Creation of limit for student categories
7.0	30/04/2020	Implementation of Constitutional change to allow suspension of Playing Rights
8.0	25/07/2023	Simplify credit limits for all members; removal of issuing of statements and finance fee of \$15; and minimum period of two months before credit facilities reinstated.
9.0	1/04/2024	Requirement of a Direct Debit agreement to establish charge back facilities

## 1. PURPOSE

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To govern the processes and obligations relating to Member's House Accounts and related credit limits, Membership cards, transactions and payments, debt recovery and potential impact on Membership rights.

## 2. BACKGROUND

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Members traditionally have been entitled to a credit facility with IGC that enables them to charge purchases and competition fees to their accounts up to a limit in line with their Membership class.

Multiple documents and procedures have been in place to manage these credit facilities and related circumstances as they arise. With introduction of some new payment options, along with issues relating to Member's going over their limits becoming more common, this policy is intended to incorporate all existing documentation and procedures relating to Member's House Accounts, and where necessary, supersede them.

## 3. APPLICATION

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This policy will apply to all Members and Membership classes that are eligible to have a House Account with IGC.

## 4. POLICY

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### 4.1. HOUSE ACCOUNTS AND CREDIT LIMITS

All financial Members in playing categories are provided with a House Account as part of their Membership. This account may be used to charge purchases from the Golf Shop, Hospitality outlets and certain function charges where the Member has entered into a Direct Debit agreement to link a credit card/bank account. Direct Debits will be processed on the 16<sup>th</sup> of each month, or the next business day following, for the charges incurred in the previous month.

Golf playing Members will have their competition fees charged to their House Account regardless of any Direct Debit arrangements. Certain function charges may also be automatically charged back to Members house accounts. The Member will be issued with a monthly statement of all charges and must settle amounts owing within 30 days of the statement date.

Financial Members over the age of 18 years in a playing category will be entitled to a line of credit up to \$1,000 upon establishment of a Direct Debit agreement. This is the maximum balance of charges that can be put back to a Members House Account at any given time. Should a Member reach their credit limit they will not be able to make any charges back to the House Account until a payment is received to bring the balance under the Credit Limit.

Members aged 17 years or younger may be allowed a credit limit of up to \$500 provided that:

a) a parent or guardian enters into Direct Debit agreement to link a credit card/bank account for monthly payments;

**and**

b) it is approved by IGC's CEO.

Clubhouse Members may be allowed a credit limit of up to \$500 provided that:

a) they enter into Direct Debit agreement to link a credit card/bank account for monthly payments;

**and**

b) it is approved by IGC's CEO.

Temporary increases in House Account Credit Limit (eg. For the purchase of high value items in the IGC Golf Shop) must be requested in writing (email is acceptable), and approved by IGC's CEO. Permanent increases in House Account Credit Limit (regular high-volume usage) must also be requested in writing and approved by CEO. In addition, a Credit Limit Increase Request Form must be completed and signed by the Member and CEO.

### 4.2. MEMBER CARDS

Members will be provided with a Member Card when they join and remains the property of IGC. IGC may issue replacement Member Cards at any time and may charge a fee for replacement in accordance with the Fee Schedule.

Each Member Card is for the sole use of the person whose name is on the Member Card. Members must keep their Member Card in a secure place and shall not lend or give their Member Card to others for any reason.

Members must present their Member Card or virtual card linked to the IGC App to receive their member discount and to charge goods or services from the Golf Shop and Hospitality outlets to their Member House Account, provided that their Member Card has not been cancelled or suspended.

Loss, misuse or theft of Member Cards should be reported immediately to the Club's Administration. Upon receipt of notification the Member Card will be deactivated. Until the Club receives notification of the loss, misuse or theft and the Card is cancelled, the Member will be liable for all balances, fees and charges on their House Account.

#### **4.3. CHARGING AMOUNTS TO HOUSE ACCOUNTS**

Purchases from the Golf Shop or Hospitality outlets can be paid for by Credit Card, EFTPOS or may be charged to the Members House Account, where a Member has established a Direct Debit agreement. In order to charge these purchases to their House Account the Member must present their Member Card or virtual card linked to the IGC App at the Point of Sale (POS) prior to receiving the goods or services.

Certain function charges will be automatically charged to a participating Member's House Account (eg. all-inclusive golf and meal events). Note that Competition Fees will be automatically charged to Member's House Accounts.

#### **4.4. PRIZE CREDITS**

Certain prizes as a result of golf competitions will be automatically processed as credits to Member's House Accounts.

#### **4.5. STATEMENTS AND PAYMENT OF HOUSE ACCOUNTS**

Members will be sent an itemized electronic monthly statement for their House Account Members may also view their monthly statements and recent transactions at any time online using the website or IGC App.

#### **4.6. PAYMENT OPTIONS**

Member must enter into a Direct Debit agreement to link a credit card/bank account in order to make charges (outside of Competition Fees and certain function charges). Direct Debits will be processed on the 16<sup>th</sup> of each month, or the next business day following, for the charges incurred in the previous month.

Additional payment options for members without a Direct Debit who have competitions fee or function charges will be specified at the bottom on the Members monthly statement. Members can pay their House Account by:

- BPAY
- Direct Bank Deposit
- Credit/debit card\* via the Indooroopilly Golf Club web site and App
- Credit/debit card\* or cheque using the tear-off remittance on the monthly statement
- cheque, EFTPOS or credit/debit card\* at Club reception.

\*Credit/Debit Card surcharges apply as follows:

MasterCard/VISA	No Charge
AMEX/Diners	2.5%
Union Pay	2.0%

Members who reach their credit limit prior to the Direct Debit processing date can make additional payments via the above methods to reduce their House Account balance in order to continue charging back to their account.

#### **4.7. SUBSCRIPTION CREDITS**

Credits received for Subscription Fees are non-refundable and cannot be used for purchases in the Golf Shop or Hospitality venues or for charges put back to Member House Accounts. Where a Subscription Credit appears on a Members monthly statement, the amount payable will be the subtotal of the House Account.

#### **4.8. OVERDUE ACCOUNTS**

If a Member fails to pay their Member's House Account within 30 days of it becoming payable, the Board may suspend the member's playing rights under section 8.7 of the Club's Constitution.

Reinstatement of playing rights will occur within five business days upon receipt by the Club of payment of all overdue amounts (including any that have become overdue during the Member's suspension), provided there are no other disciplinary actions in place.

If the House Account is not paid within an additional 30 days, under section 8.8 of the Club's Constitution the Board may, by special resolution, remove the member's name from the list of members. In which case the person immediately ceases to be a member of the Club but will remain liable for all amounts owing to the Club.

Members wishing to be reinstated after being struck-off must make their request in writing to the Board.

Member's who have entered into a Direct Debit Agreement with the Club will be notified in writing if their direct debit fails. They will be given the option of updating their direct debit details and will be instructed to make payment of the outstanding balance no later than the end of the month. Where the balance remaining unpaid within 30 days of it becoming payable, the Board may suspend the member's playing rights under section 8.7 of the Club's Constitution.

If a Member's monthly direct debit fails three consecutive times then the Direct Debit Agreement will be automatically terminated by the Club. At this time their charge back facilities will also be withdrawn.

Members who receive three suspensions within a 12-month period for unpaid accounts (House, Subscription or Entrance Fee) will have their House Account Limits and charge back facilities automatically removed on the third suspension.

Withdrawn House Account limits and charge back facilities will not be automatically reinstated upon payment of overdue amounts. There will be a minimum of two months before reinstatement of credit facilities can occur and a Member must;

- a) request, in writing, to the CEO for the limit to be reinstated; and
- b) state the reasons for account becoming overdue.

Decision on reinstatement of a withdrawn limit remains the discretion of the CEO. Members should allow up to 5 business days for this decision to be made. The CEO may also at their discretion impose limitations such as a lower credit limit upon reinstatement. Withdrawal of credit limit does not remove the obligation of the Member to pay overdue amounts on their account.

The CEO has the authority to relax any or all of the above actions if requested and agreed in writing. IGC staff reserve the right to relax any or all of the above actions for balances <\$100.

## **5. RESPONSIBILITIES**

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The Administration team will manage the initial setup of Member House Accounts and manage statement preparation, payment receipting, form completion and database.

The Finance and Commercial Manager is to manage the overdue account process.

The CEO is to review and authorise any exceptions from the process.

Member is responsible for keeping their Member Card secure and making payments to IGC in accordance with this Policy by due dates.

## 6. COMPLAINTS RESOLUTION

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Members should check all entries on their House Account Statement and contact the Club promptly to report any errors or unauthorised transactions.

Members must also provide IGC with any evidence they have to support a claim that an error or unauthorised transaction has occurred. Members are not liable for losses caused by the fraudulent or negligent conduct of employees or agents of IGC.

Members must promptly report any error in relation to their House Account by emailing [accounts@igcgolf.com.au](mailto:accounts@igcgolf.com.au) or contacting the Administration team.

Any complaints about the application of the Policy should be brought to the attention of the Chief Executive Officer. The complaint should be submitted in writing and identify the specific grievance.

IGC will investigate and resolve the complaint in accordance with the complaint resolution process. Where a matter is not resolved within 14 days it will be directed to the Board for consideration.

## 7. ATTACHMENTS

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7.1 Member Account and Card Information Sheet (Apr24)

7.2 Direct Debit Service Agreement

7.3 Credit Limit Increase Request Form

## 8. AUTHORISATION

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Lyndal Plant, President

Date: 1/4/2024