

# **MAR Past Due Policies & Procedures Effective 07/15/2021**

## **General Past Due Policy**

When an account becomes past due, a hold is to be put on the account and a letter/email is to be sent notifying the person that their account is on hold and no future charges will be allowed until the account is paid in full. The letter/email will further state that their Membership/Site Agreement/RV Meadow Campsite/Tent Meadow Campsite/Lodge Room(s)Rental/Gatehouse Rental/Lodge Apartment Rental is in jeopardy and will be terminated if their account is not paid within "X" days.

## **Membership Fee or Account in Arrears**

When a Member's Membership Fee or a Member's Account for individual charges (Grounds Fees, utility payments, store purchases, event fees, etc.) becomes 30 days past due, the Membership and/or Site Agreement is placed in jeopardy of termination. Should a Member's Membership Fee or Account become 60 days past due, the Membership and/or Site Agreement will be terminated.

## **Member Site Fee in Arrears**

When a Member's Site Fee (Site Fee and/or utility payments) becomes 30 days past due, the Site Agreement is placed in jeopardy of termination. Should a Member's Site Fee (Site Fee and/or utility payments) become 60 days past due, the Site Agreement will be terminated, and the Site Holder(s) shall be required to remove the Vehicle from MAR property immediately.

## **RV Meadow Campsite Fee(s) in Arrears**

When an RV Meadow Campsite Fee(s) become 15 days past due, the use of the RV Meadow Campsite is placed in jeopardy of termination. Should an RV Meadow Campsite Fee(s) become 30 days past due, use of the RV Meadow Campsite will be terminated, and the Vehicle shall be required to be removed from MAR property immediately.

## **Tent Meadow Campsite Fee in Arrears**

When a Tent Meadow Campsite Fee become 15 days past due, the use of the Tent Meadow Campsite is placed in jeopardy of termination. Should a Tent Meadow Campsite Fee become 30 days past due, use of the Tent Meadow Campsite will be terminated, and the camping equipment shall be required to be removed from MAR property immediately.

## **Lodge Room(s) Rental Fee in Arrears**

When a Lodge Room(s) Rental Fee becomes 15 days past due, the use of the room(s) is placed in jeopardy of termination. Should a Lodge Room(s) Rental fee become 30 days past due, the use of the Lodge Room(s) will be terminated, and the Renter shall be required to vacate the room(s) immediately.

## **Gatehouse and Lodge Apartment Rent in Arrears**

When a Member's Gatehouse or Lodge Apartment Rent becomes 30 days past due, the use of the Gatehouse or the Lodge Apartment is placed in jeopardy of termination. Should a

Member's Gatehouse or Lodge Apartment Rent become 60 days past due, the use of the Gatehouse or Lodge Apartment will be terminated, and the Member shall be required to vacate the room(s) immediately.

## **Procedures**

Beginning of the month – run an Accounts Receivable list showing current, 30 days past due, 60 days past due and 90+ days past due.

10<sup>th</sup> of the month – send a letter to Member along with a statement of their account balance.

## Examples

### **15 Day Notice Letter Format - For RV Meadow/Tent Meadow Camping Space or Lodge Room(s) Rental**

Dear [ ]

It has come to our attention that your account is 15 days past due.

Your account has now been placed on hold and your [RV Meadow Campsite/Tent Meadow Campsite/Lodge Room(s) Rental] is in jeopardy and will be terminated if your account becomes 30 days past due.

Your prompt payment is anticipated.

Thank you in advance for your attention to this.

### **30 Day Notice Letter Format - For Membership/Site Agreement/ /Gatehouse Rental/Lodge Apartment Rental**

Dear [ ]

It has come to our attention that your account is 30 days past due.

Your account has now been placed on hold and your [Membership/Site Agreement/ /Gatehouse Rental/Lodge Apartment Rental] is in jeopardy and will be terminated if your account becomes 60 days past due.

Your prompt payment is anticipated.

Thank you in advance for your attention to this.

### **30 Day Termination Letter Format - For RV Meadow/Tent Meadow Campsite or Lodge Room(s) Rental**

Dear [ ]

Your account is now 30 days past due.

BOD – July 15, 2021

Per previous notification your [RV Meadow Campsite/Tent Meadow Campsite/Lodge Room(s) Rental] has been terminated.

You are asked to immediately [remove your vehicle from MAR property] [remove your camping equipment][vacate Lodge room(s).]

**60 Day Letter Format - For Membership/Site Agreement/ /Gatehouse Rental/Lodge Apartment Rental**

Dear [ ]

Your account is now 60 days past due.

Per previous notification your [Membership/Site Agreement/ Gatehouse Rental/Lodge Apartment Rental] has been terminated.

You are asked to immediately [remove your vehicle from MAR property] [vacate the Gatehouse] [vacate the Lodge Apartment]