

Debt Policy October 2022

When an invoice is sent there is an invoice due date at the top of the invoice and the wording at the bottom reading...

'Payment not received by the Due date indicated above may incur additional charges'.

1. If the booking is a one off event keys will not be issued to the hirer until the booking has been paid for (out of office hours booking) or the room will not be made available (during office hours)
2. If the booking is a regular booking we will either ring, email or speak to in person the hirer to request payment shortly after the invoice due date.

If the invoice has not been paid 4 weeks after the invoice due date we will again ring, email or speak to in person. This communication will be followed up with a formal letter from the New Oriel Hall detailing the communication (including dates) that has taken place and a copy of the original Invoice.

If payment is still not forthcoming we will write a final letter again detailing the communication (including dates) that we have had but now stating we are now being forced to go to the Small Claims Court to settle the account, we will be adding the charge of doing this to the outstanding invoice. This letter will be from two of the Hall Trustees and will include a 10 day deadline for payment.

A log will be kept of all the communications between the New Oriel Hall and the debtor.

If again the invoice is not paid we will go to the Small Claims Court via www.gov.uk/make-court-claim-for-money/overview