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THPFC Collections Policy

Applies To: *All THPFC members, players, parents/guardians/caregivers, coaches, volunteers, Board and committee members, staff, contractors, and others participating in or acting on behalf of the Club. This policy applies to THPFC governance, operations, programs, activities, decisions, and the interpretation and enforcement of Club governing documents and applicable soccer regulations and legislation.*

Toronto High Park FC – Collections Policy

The following document is a set of guidelines that govern the accounts receivable team's procedures and provides clear guidelines for when the Club should remove access to programming for unpaid program fees.

Customers can opt to pay in full for soccer program registrations, or pay via automatic installment plan. While on installment plan, the registrations are considered an account receivable. The automatic installments are processed with credit card details attached to each customer registration profile, as renewed at the time of each registration.

The automatic installments may fail due to a credit card charge being declined, or past the credit card expiry date. Customers have the option to update their credit card details.

Accounts receivable are reviewed on a monthly basis by the system, and customers receive automatic reminder emails on amounts overdue. Each customer must then make a payment manually, or request the club "retry" the automatic installment.

Accounts receivable are reviewed bi-annually before each registration period and those who have unpaid amounts overdue for the prior soccer season shall have their accounts frozen just before the opening of registration.

Customers with frozen accounts will be unable to register for the upcoming soccer season: they would need to complete payments due for the prior soccer season, and then contact the club office to reinstate their accounts.

The club does not retain a formal credit rating system for customers.

Updated Date: July 2026
Approved By: THPFC Board of Directors