

# Q&A

## Owners Direct Debit payment scheme

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Q: When are the Pitch Fees billed to our account?

A: Pitch Fees are billed in October/November each year.

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Q: What do I do if I have not received paperwork in October?

A: We would advise that you contact the park so we can assist.

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Q: How do I go about being put on a Direct Debit payment scheme?

A: Direct Debit mandate forms will be sent out in October/November when your rent ledger accounts have been billed pitch fees. However, if you already pay your pitch fees by Direct Debit and you have not canceled your mandate then no further action is required on your behalf.

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Q: What if I have not received a Direct Debit mandate in October?

A: Please contact the park as soon as you can so we can email one over to you, or pop in the office to fill one in, before the 30th November.

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Q: When does the Direct Debit mandate have to be returned to park?

A: The mandate needs to be returned to us before 30th November, to enable us to set up for 1st January.

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Q: What if I have outstanding bills and want to go on Direct Debit?

A: Please keep on top of payments/bills accordingly throughout the year. You will need to clear ALL arrears by 30th November to be able to go on the Direct Debit scheme from 1st January. If you have arrears you will NOT be able to go on the Direct Debit scheme.

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Q: Are you allowed to set up standing orders?

A: Unfortunately not, we do not offer this type of payment option.

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Q: Whos responsibility is it for Owners to keep on top of payments?

A: To keep on top of your Bills/payments, please regularly contact the park to check your rent ledger account and make payments.

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Q: What if I don't want to go on Direct Debit?

A: If you do not wish to go onto the Direct Debit scheme, your rent ledger account needs to be paid in FULL no later than 2nd February.

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Q: What happens if I cannot pay by 2nd February?

A: As laid down in your Pitch Licence Agreement. If you cannot pay, a debt collection process will commence which may lead to your holiday home being disconnected and Pitch Licence Terminated.

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Q: How long are Direct Debit payments over?

A: Payments are split over 10 months starting from 1st January to 1st October.

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Q: I thought I was on Direct Debits, what happens if I'm not?

A: Unfortunately, we are reliant on all owners to ensure we have received a mandate from yourself by the 30th November. You will need to be contacting us at the earliest opportunity and before the November deadline to ensure ALL bills are paid and we have received your Direct Debit mandate.

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Q: I am on Direct Debits, what happens if they bounce?

A: If your payments bounce on the 1st of each month we will contact you to take the missing payment over the phone. If your payments bounce three times, the Direct Debit facility is removed, and FULL payment is required.

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Q: What if I cancel my Direct Debits?

A: If you cancel your Direct Debits and you still have a balance on your rent account, you will need to pay the balance ASAP in FULL.

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Q: What if I need to change my bank account?

A: You will need to request a new mandate from either Owners Services or the Park Admin Manager so you can update your details, please note this must be done at least 3 weeks before the next payment is due.