



INDEPENDENT POOL & SPA SERVICE
ASSOCIATION, INC.

CANCELLATION FOR NONPAYMENT OF DUES

Automatic Payment Members

If a member is setup on automatic payment their dues will be processed at the first of the month for that month's membership dues. For example, dues processed on January 1 are for January's dues. If a payment is declined, the membership office will reach out by the 10th of the month. If IPSSA still has not received the membership dues by the 15th two follow up emails will be sent before termination of their membership at month's end.

Non-Automatic Payment Members

If a member is not setup on automatic payment, they will be billed on the 15th of the month for the following month's membership dues. For example, invoices that are sent out on January 15 are for February's membership dues. If IPSSA still has not received the membership dues by the 15th two follow up emails will be sent before termination of their membership at month's end.

Cancellation

If payment is not received by the end of the current month, the member is sent an emailed notice of cancellation and the chapter president is informed. If the member has the Arrow insurance, IPSSA will send them notice to cancel

the coverage effective the membership drop date.

If members wish to appeal a cancellation, they must first return to good standing by paying the fee, etc. Then they can submit documentation supporting their claim to their regional director, usually through an officer of the chapter. The regional director can instruct the Finance Department to refund the fee.

Some chapters/regions require members who had been cancelled for nonpayment to sign-up for autopay before they will authorize the reinstatement.