ACCOUNTS RECEIVABLE & COLLECTION POLICY

I. Purpose

The purpose of this policy is to establish consistent procedures for billing, payment, collections, and enforcement of delinquent accounts owed to the CAI–Greater Inland Empire Chapter ("Chapter"). This policy applies equally to all members, non-members, sponsors, exhibitors, advertisers, and customers conducting business with the Chapter.

II. Accounts Receivable

Invoices may be issued for event registrations, sponsorships, advertising, merchandise, educational programs, services, or any other Chapter-related products or activities.

Unless otherwise stated in writing, all invoices are due upon receipt.

An account is considered current only when all outstanding balances have been paid in full, including applicable late fees.

The Chapter reserves the right to refuse invoicing privileges and require advance payment for future registrations, sponsorships, advertising, or services.

III. Event Registration & Payment

Registration for Chapter events is not considered complete until full payment has been received.

Unless otherwise approved by the Chapter Executive Director, payment for all event registrations must be received prior to the event.

Individuals arriving at an event without prior payment will be required to pay at the registration desk before admission. If payment cannot be made onsite, attendance may be denied. If attendance is permitted, an invoice will be issued and shall become immediately due.

The Chapter reserves the right to refuse future registrations to any individual or company with a past due balance, subject to the procedures in Section VI.

IV. Registration Pricing

The Chapter may establish:

- Member registration rates
- Non-member registration rates
- Early registration rates
- Late registration rates
- On-site registration rates

Approximately one week prior to an event, late registration pricing may become effective. On-site registration pricing may apply beginning the day of the event.

Registration deadlines and applicable pricing will be published with each event announcement.

Submission of registration without payment does not secure pricing or avoid late or on-site registration fees.

V. Cancellation & Refund Policy

Unless otherwise stated for a specific event, cancellations received fewer than 30 days prior to the event are non-transferable due to costs already incurred (e.g., advertising and banners).

All purchases are generally non-refundable; however, registrations paid more than 30 days in advance may be transferred to another event in the same calendar year, subject to availability and any price differential. "No Shows" remain responsible for the full registration fee or other sponsorship payments.

VI. Collection Procedures

A. Invoice Due Date

a. Invoices are due upon receipt.
b. Accounts become delinquent 30 calendar days after the invoice date.
c. Accepted payment methods include check, ACH, credit card, or other methods approved by the Chapter.

B. Late Fees

a. Beginning on the 15th day following delinquency, a $10.00 late fee will be assessed.
b. An additional $10.00 late fee will be added for each subsequent month the balance remains unpaid. Late fees shall not exceed amounts reasonable under the circumstances and permitted by law.

C. Returned Payments

a. Any payment returned, declined, rejected, or reversed for any reason, including but not limited to insufficient funds (NSF), closed accounts, invalid account information, chargebacks, or stop payment requests, may be subject to a $35.00 Returned Payment Fee, or the maximum amount permitted by California law.
b. The Chapter reserves the right to require future payments from any individual or company with one or more returned payments to be made by credit card, certified funds, cashier's check, ACH, or another guaranteed form of payment approved by the Chapter.
c. Multiple returned payments or chargebacks may result in the suspension of invoicing privileges, sponsorship benefits, event registrations, committee participation, and other Chapter services.
d. Any bank fees, merchant processing fees, chargeback fees, collection costs, or other reasonable expenses incurred by the Chapter as a result of a returned or cancelled

payment or payment dispute may be added to the outstanding balance to the extent permitted by law.

D. Delinquent Accounts (60 Days)

a. When an account reaches 60 days past due, the Chapter Executive Director will notify the member or customer in writing that the account is delinquent and may be subject to additional penalties, suspensions, or enforcement procedures if the account is not immediately brought current.

b. Until the account is paid in full, the Chapter may suspend or revoke any or all of the following privileges:

- Event registration requiring pre-payment
- Sponsorship benefits
- Advertising placements
- Website listings
- Membership Directory listings
- Committee participation
- Event signage
- Recognition benefits
- Any other Chapter services or promotional benefits

c. To the extent the Chapter has not restricted event registration and attendance, future registration fees must be prepaid while the account remains delinquent.

E. Delinquent Accounts (90 Days)

a. Accounts remaining unpaid 90 days after the invoice date will be referred to the Executive Committee for review.

The Executive Committee of the Board may authorize legal collection efforts, including but not limited to:

- Certified demand letters
- Collection agency referral
- Small claims court
- Other lawful judicial remedies

b. The member, company, or customer will be notified prior to legal action.

c. Any court costs, filing fees, collection expenses, or other recoverable costs permitted by law may be added to the outstanding balance.

F. Collection Status

a. If a sponsor has an outstanding balance exceeding $2,500.00, outside of an approved payment plan, for more than a 45 day period, the Chapter may immediately revoke any pending sponsorships associated with the unpaid balance and release those opportunities to the membership without further notice.

b. Any individual or company that has been referred to small claims court or other legal collection proceedings maybe placed on pre-payment (Cash Before Service) status a period up to 2 years following resolution of the account.
c. During the above period, if imposed, all registrations, sponsorships, advertising, and purchases must be paid in full before services or benefits are provided.

VII. ANNUAL MARKETING PLAN SPONSORSHIP POLICY

The Chapter offers an Annual Marketing Plan that provides sponsorship opportunities throughout the calendar year.

The Marketing Plan is generally released during October of the preceding year and closes on January 31 of the sponsorship year.

A. Payment Requirements

a. Unless enrolled in an approved payment plan, the full sponsorship balance is due no later than January 31 of the sponsorship year.
b. The Board of Directors have authorized the Executive Director to provide the following approved payment plan, which consists of no more than 3 installments:
    - First Payment: January 31
    - Second Payment: March 31
    - Final Payment: May 31

No payment plan may extend beyond May 31 without prior approval of the Board of Directors.

B. Missed Payments

a. Failure to make any scheduled payment by its due date constitutes a default under the Marketing Plan Agreement.
b. Upon default, the Chapter may immediately:
    - Suspend sponsorship benefits;
    - Remove logos, advertisements, and recognition from Chapter materials;
    - Cancel sponsorships for future unpaid events;
    - Release those sponsorship opportunities for resale to other members.
    - Charge an applicable fee for replacement of the Annual Sponsorship Banner at a cost NTE $1,000.00.
c. Payments previously received will be applied to sponsorships already delivered or completed. Sponsorships for future unpaid events are not guaranteed once revoked.

C. Outstanding Balance Threshold

If a sponsor maintains an outstanding balance exceeding $2,500.00, outside of an approved payment plan, beyond 45 days, the Chapter may immediately revoke any pending sponsorships associated with the unpaid balance and release those opportunities to the membership without further notice.

VIII. Membership Status

The Chapter will not deny or suspend membership solely because of an outstanding balance. However, while an account remains delinquent, the Chapter may suspend certain member benefits, including but not limited to:

- Advertising opportunities
- Committee participation (whether individually or as an employee of a delinquent business partner)
- Chapter website listings
- Membership Directory listings
- Sponsorship privileges
- Event registrations or signage
- Recognition programs
- Volunteer leadership opportunities
- Marketing Plan participation

Reinstatement to committees or sponsorship opportunities is not guaranteed and shall be subject to the Chapter's current eligibility requirements.

IX. Enforcement

This policy shall be administered uniformly and consistently. The Chapter reserves the right to utilize any lawful means available to recover unpaid balances, including collection agencies, legal counsel, mediation, arbitration where applicable, and judicial proceedings.

Receipt dates for registrations, contracts, sponsorship agreements, and payments shall be determined by the Chapter's official records, including electronic timestamps, postal delivery confirmations, or courier delivery confirmations.

Questions regarding invoices or billing discrepancies should be submitted promptly to the Chapter Executive Director.

Failure to receive an invoice does not relieve any individual or company of responsibility for payment of amounts owed to the Chapter.

This policy may be amended by the Board of Directors at any time and supersedes all prior collection procedures.

Adopted by the Board of Directors on: **07/22/2026**