

### 1. **Default Prorata**

At their next billing date members will be billed their regular amount and any prorata.

The prorata amount depends on where the member's billing cycle lands in relation to the suspension dates. If the member had already paid for the period when the hold was first added their account will have some credit. If they come off the suspension in the middle of a period they will owe for the time between the suspension end and their next payment.

Preview: As this is the system's default, you can preview what this will look like for any member by navigating to their Accounts tab and clicking [Preview Billing].

### 2. **Prorata with catch up billing**

Members will be billed for any prorated amounts now, then on their next billing date they will be billed their regular amount

Run a catch-up billing batch at the end of the hold to collect any prorated membership charges that are outstanding. This will be an amount less than their usual fee, covering the time between the suspension end and their next payment. After this billing will return to their usual day and amount.

Preview: Navigate to any member's accounts tab, charges in the Charges Awaiting Payment section will be billed at the suspension end date. Any member's credit will be used first, lowering the bill amount.

### 3. **No Prorata**

At their next billing date members will be billed only their regular amount

Prevent GymMaster from prorating membership charges. Members will not get any credit for time paid at the beginning of the suspension, they will also receive the time between the suspension end and their next payment for free. This option trades some of your facility's revenue for an easier to understand bill for your members.

It's a good idea to communicate with your members about their upcoming billing before you re-open. If they're expecting an early bill, or an unusual payment amount then they are less likely to reach out to you with questions, saving you time.

### **\* What is Prorata?**

Prorata is a term that is used around GymMaster, which relates to a membership's charges. If a charge has been prorated, this means that the system has adjusted the due amount for the charge according to a date change on that membership. Charges are adjusted to compensate for the time that the member will not be using the facility. The system will calculate the daily value of a

membership, then check how many days during the membership's period the member will have access to the facility, and adjust the charge to reflect this.

An example:

This member has a weekly membership and goes on a holiday for 8 days. In the member's Account History you can see that for the one full week they are on holiday (28 June till 4 July), the charge for this period is then zero dollars. However, there is a one day overlap with their holiday and their next week's membership charge. That means that for this cycle, 5 July to 11 July, they are only able to access the facility for 6 of the 7 days. The system works out that the daily price of this membership multiplied by 6 days equals \$25.71, and prorates the membership charge accordingly.

Occurred	Description	Status	Charged	Paid	Running Balance	
5 Jul 2019	Weekly Gold from 5 Jul 2019 to 11 Jul 2019 - Holiday (6 of 7 days)	II	\$25.71		\$25.71	▼
28 Jun 2019	Weekly Gold from 28 Jun 2019 to 4 Jul 2019 - Holiday	II	\$0.00		\$0.00	▼
21 Jun 2019	Cash - Payment	💳		\$30.00	\$0.00	▼
21 Jun 2019	First ongoing charge for Weekly Gold, from 2019-06-21 to 2019-06-27 (Billing)	☑	\$30.00			▼