

Pleasant Valley Country Club

Frequently Asked Questions



How will Club charges be billed?

Members are billed monthly for dues, fees and usage of the Club's facilities and services. The Club's billing follows the calendar month. All charges through the last day of the month will appear on the statement for that month. Statements are normally mailed no later than the 4th business day following month end. You can also request to have your statement e-mailed to your home or business.

Besides dues and usage charges, what other monthly fees can I expect on my monthly statement?

In addition to dues, usage charges and optional services, golf members can expect to be billed a quarterly Unused Minimum, monthly Service Availability Fee and Capital Improvement Fee monthly.

What is the Unused Minimum charge?

Regular and Corporate members are required to spend a minimum of \$195 in food and non-alcoholic beverage purchases at the Club over a three-month period. If this is not met, the difference between \$195 and the actual dollars spent will be added to your statement. The minimum charge is \$97.50 for Legacy, Intermediate, Special Senior and Surviving Spouse members and \$130 for Non-Resident members. Food that you purchase in any area of the Club (Halfway House, tennis facility, Pool Grill, all dining rooms, etc.) applies toward your minimum. Whenever you purchase food at the Club, your ticket will show the amount of the "unspent minimum" at the bottom, so you can track where you stand in meeting your minimum for the period. The monthly statements also include the Minimum Spent This Quarter and the Minimum Remaining at the bottom for your reference. Our membership has been split into three groups with staggered three-month periods as follows:

	Member Numbers:	New Quarterly Unused Minimum Periods:
Group 1:	1 – 799	May/June/July August/September/October November/December/January February/March/April
Group 2:	800 – 1499	June/July/August September/October/November December/January/February March/April/May
Group 3:	1500 – 2999	April/May/June July/August/September October/November/December January/February/March

What is the Service Availability Fee?

The service availability fee of \$32.50 per month is charged to all members in place of adding a tip to all food and beverage charges. It allows the Club to pay our wait staff at a higher base rate than they could earn at other restaurants, which is intended to make up for their loss of tips.

What is the Capital Improvement Fee?

The capital improvement fee of \$85 per month for most members is charged to help fund capital improvements at the Club and to pay for the debt service on our long-term debt. Sports members pay \$45 per month and Social members pay \$20 per month, however, the Capital Improvement fee for Sports and Social members is combined with the charge for monthly dues on their statement. The funds collected from this fee are segregated from other operating funds and may be used only for capital expenditures and debt service, as designated by the Board of Governors.

Are some Club fees billed in advance?

Yes. Dues, the Capital Improvement Fee, optional payments of initiation fees, and any special assessments are billed in advance. All other charges are billed in arrears.

How are sales taxes calculated?

The state and local sales tax laws and regulations are complicated. Sales tax rates vary from 7.5% to as high as 26.5% for liquor sales. Generally most charges to your membership account, including the Membership Joining fees are taxable. Only Membership Joining fees that are considered equity and are refundable are not taxable. Questions regarding the calculation of sales taxes should be referred to the Controller.

When is my payment due?

According to the By-Laws, your statement is payable by the 10th of the month and is delinquent, if unpaid by the last day of the month. If payment in full is not received by our Administrative office on or before the last day of the month, a penalty of 10% will be charged. Because this penalty is in the By-Laws, the accounting office has no authority to remove it. Any request for waiver of delinquent fees must be submitted in writing to the Board of Governors.

Where can I make payments?

Payments can be mailed to the Club, placed in the payment slot in the reception area, or hand-delivered to the Administrative offices. Please allow at least 7 days for US Mail delivery. Also, please do not leave your payment on the Receptionist's desk, or at the Golf Shop, Tennis Shop or with a Food and Beverage employee. Always write your member number on your checks to insure that the payment is applied to the correct account. Please do not pay your bill with cash.

Can I pay my statement electronically?

Yes. When you enroll in this service, your bank account is automatically drafted on the 15th of the month. You will never have to worry again about being late or incurring late charges.

Does the Club accept credit cards for payment of their account?

No, however guests are allowed to use a credit card to pay for their charges.

Can I pay my statement with a company check?

Yes, but only if the member is the sole owner of the company. Otherwise, members are responsible for payment of their accounts and are only allowed to pay by personal check.

Can I use on-line banking to pay my Pleasant Valley Country Club bill?

Yes, however you should be aware that your banking institution does not wire transfer your payment to the Club. A check is cut from a processing center and mailed to the Club. Most banks debit your account the day they mail the check, not when the Club receives and deposits it. Please allow at least 7 days from your payment date for the check to arrive here in time to avoid late charges. The Club has established an arrangement with Check Free so that member payments are electronically transferred to the Club's account.

Do banquet/meeting functions incur a service charge?

Yes. A service charge is applied to banquets in place of a tip. It assists in offsetting payroll costs for the function.

How is it calculated?

A 20% service charge is applied to the total food, beverage, and miscellaneous charges (excluding taxes).

If I sponsor a function at the Club, how must it be paid?

Payment from 3rd parties may be paid to you, the member. You would, in turn, pay Pleasant Valley when you receive your statement. As an alternative, guests at the Club are allowed to pay for their charges with a credit card, however a convenience fee may apply.