

Membership Invoice Changes Q&As

DECEMBER 2015

1. What change is happening to membership payments?

Currently members pay in 12 month cycles from the date they joined us but from 1 April 2016 we'll be moving to a standard membership year for everyone - April to April.

2. What does this mean for members?

Each year, you won't get an invoice until just after the busy summer season (late March), which will help many of you with cash flow.

3. What does this mean for DST?

Less time involved in monthly membership renewals and more time promoting our region and our members.

4. I'm due to pay in January, February or March – what will happen to my normal invoice?

If you're due to pay between Jan and March next year (2016), you won't get an invoice until late March. This invoice will cover the period before 1 April, plus the 12 months ahead.

5. I've already paid for my current year and it was invoiced between April and Dec 2015. What happens?

You'll get an invoice in April 2016, but the amount will be minus any money you've already paid in advance.

For example, if you were last sent and paid a June invoice, you will receive an April invoice minus the value of the months that you've already paid.

A Bronze member whose membership previously ran from June to May would therefore receive an April 2016 invoice for the 12 months ahead, but with a deduction for April and May months already paid (i.e. $\$350 \div 12 \times 2 \text{ months} = \58.33 credit)

6. What about new members that join part way through the year?

On joining DST, new members will be charged pro-rata for the period before 1 April.

They will then receive an annual renewal in late March, along with all other members.

7. What other changes will be happening?

We're also revamping our membership categories and adding new benefits to make them work even better for our various types of members.

These will be presented at a special industry function on the evening of Thursday 7 April - please save the date!

More details about the additional benefits will follow shortly.

If you have any queries in the meantime, please contact us at:

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