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FREE TEMPLATES · FOR TUTORING CENTRES

Five payment reminders, from friendly to firm

Three emails and two texts, on a ladder: a heads-up before the due date, a note on the day, a nudge a week after, a firmer one at three weeks, and a last notice. Each one says what is owed, how to pay it and what happens next, without an apology and without a threat.

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WRITTEN FOR

Owner-operators

Tutoring centres and studios

pillaros.ca/tools/late-payment-calculator

Built in Quebec · Bilingual EN + FR

Templates · not legal advice

BEFORE YOU SEND ONE

A ladder works because every step is decided in advance.

The reminder that gets sent late, or not at all, is the one somebody had to remember. Fix the days once.

1 · Say the amount and the date

Every message names the invoice, the amount and the due date. A reminder that makes the parent look it up is a reminder that waits another day.

2 · Make paying the shortest path

One link to pay by card, or the e-transfer address, in the message itself. Never "log in to see your balance".

3 · Name the next step, calmly

What happens if it stays unpaid: a paused booking, a late fee if your policy has one. Said once, in plain words, and then done.

YOUR LADDER

Fill in the days once; the templates follow.

Email 1 · heads-up, days before the due date

Text 1 · on the due date

Email 2 · days after the due date

Text 2 · days after the due date

Email 3 · last notice, days after the due date

What happens after the last notice

Not legal advice. Late fees and interest have to be in the agreement the family accepted before the first session, and provinces cap them differently. If your policy has none, do not invent one in a reminder.

Pillar OS sends this ladder for you: the steps you switch on, on the days you set per location, each one once, and none once the invoice is paid.

[See what late payers cost you →](#)

Five steps, friendly to firm

Replace every dotted blank. Keep the amount, the date and the way to pay in every one.

Email 1 · the heads-up (before the due date)

Subject: Student's tutoring invoice for month

Hi parent's first name, here is student's invoice for month: amount, due date. It covers N sessions with tutor. You can pay by card here: payment link, or by e-transfer to address with student's name in the message. Thank you, and see you next session day.

Text 1 · on the due date

Hi parent's first name, a quick note from centre: student's invoice of amount is due today. Pay by card: link. Thanks!

Email 2 · the nudge (about a week after)

Subject: Invoice number is a week past due

Hi parent's first name, student's invoice of amount was due on date and we have not received it yet. If it has already been sent, thank you, and please ignore this. If not, the card link is link and the e-transfer address is address. If something has changed on your end, reply to this email and we will work it out.

Text 2 · the second nudge (about two weeks after)

Hi parent's first name, centre here. Student's invoice of amount is now two weeks overdue. Pay here: link, or reply if you'd like to talk about it. Thank you.

Email 3 · the last notice (about three weeks after)

Subject: Last notice: invoice number, amount

Hi parent's first name, this is the last reminder for student's invoice of amount, due date. If it is not paid by date, one week out, what your policy says: new sessions are paused until the balance is settled / a late fee of X applies as set out in our agreement. We would much rather keep student's sessions going, so if a payment plan would help, reply and we will set one up. Card: link. E-transfer: address.

When it is paid

Thank you, parent's first name, we received amount for student. The receipt is attached and everything is up to date. See you next session day.