



## Monthly Billing FAQ's

### **When is tuition due?**

Monthly tuition is due on the 25th of every month for the upcoming month. For example, August tuition would be ran automatically on July 25<sup>th</sup>.

### **Is there a fee if my credit card declines or an NSF fee?**

Yes, there is a \$20 declined payment fee or a \$20 NSF fee (for ACH/Checking account payments) if your payment does not go through.

### **Can I register my child now and sign the release at a later time?**

No, we will need new Waiver and Release form (which includes the Credit Card Authorization payment info.) before we can register your child.

### **Can I use My Credit Card on File for monthly billing?**

Yes we can use your credit card on file, but still need the new Waiver and Release form (which includes the Credit Card Authorization payment info.) form completed before we can enroll your child.

### **What if I have more than one child is participating in a program at IA?**

If you enroll more than one child, each child will receive a 5% discount on their monthly tuition.

### **My child is enrolled in more than one class at IA. Will they receive a discount?**

When one child enrolls in more than one class, they receive a special "combined hours" rate. If one of the programs they are enrolled in is a TEAM program, then they will receive 5% off of Team tuition as team tuition is not included in the special combine hours rates.

### **Is the new Waiver and Release form available online or do I have to come in?**

The form is available online and can be filled out and e-mailed back to the front desk.

### **Will my child stay in the same class the whole year?**

No, your child will move up as soon as they are ready. We won't hold anyone back from advancing.

### **How do I know when my child is ready to move up?**

The Program Director will contact you when your child has reached all the skills needed to move up to the next class level. Gymnastic classes will receive a ribbon when they have been promoted to the next class level.

### **Will my child be changing teachers monthly?**

No, your child will be with the same teacher and same class until she is ready to advance (unless there is some unforeseen reason a teacher cannot continue).

### **What if I decide to drop?**

You will need to fill out the drop slip **by the 24th of the month prior** and then your child will be done with their class at the end of that month. For example, if you complete the drop slip in July, then July 31<sup>st</sup> would be your child's last class. Please remember that if you decide to drop there is no guarantee that your child will be in the same class if she decides to return. Waitlist students will be added once a spot opens.

**Where can I find the Drop Slip?**

You will need to stop by the Front Desk to fill this out, or call our Front Desk to request a drop slip to be emailed to you.

**Will my monthly tuition be prorated if I start late?**

Your tuition will be prorated only if you will receive less than 3 classes the month that you join. Keep in mind that some months you may receive 5 classes if your class day falls 5 times in a month. We will not charge extra when you receive an “extra” week, so it will all even out in the long term.

**How do I update or change my credit card for payments?**

You can stop at the Front Desk to make any billing changes, or call us at (317) 733-3000 ext 0. You can also access your account from our Customer Portal on our website to make any billing changes on your account.

**What do I do if I need to transfer my child to a different class, or a different day/time?**

You will need to contact the Front Desk at (317) 733-3000 ext 0 or stop by and we can assist you in the transfer. As long as there are spaces available in the class time/day you need, we can transfer your child immediately.