



## Billing FAQ's

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

Monthly tuition is due on the 15th of every month for the upcoming month with the exception of the swim classes. Swim is billed on terms and payment is due at time of enrollment for the new term. Please see our website or front desk for swim schedule.

### **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 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) 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 tuition.

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

When a child enrolls in more than one class, they will receive a special "combined hours" rate. However, if they are enrolled in a swim class or team program, they will receive 5% off the total tuition. Swim classes or team tuition is not included in the special combine hour 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.

### **When will my child move up to the next level?**

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. Gymnastics and swim classes will receive a ribbon when they have been promoted to the next class level.

### **How often will my child's teacher change?**

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 14th 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 by July 14th, 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. For swim classes, you enroll for the whole term. If you need to withdrawal during a swim term you must contact the Swim Directors at 317-733-3000 ext. 1503 or ext. 1204. **No refunds given unless due to medical reason.**

**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 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. For swim classes, if you start after the swim term you will be charged the number of weeks that are left in the 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.