

Payment Clarification Competition Program

Methods of payment at CDA:

1) Preferred payment method: Autopay (ACH)

This is an automatic bank draft paid to CDA each month on the 1st. We have the forms to initiate this ACH payment in the office. You will need to fill out the form and provide a voided check.

You may elect to pay just tuition each month (this is the minimum we ask to have paid with this method) or you may choose a larger amount to assist in covering the cost of show packages (tickets) and costume charges.

You may review a chart of all fees and their due dates on our website: concorddanceacademy.com/tuition/

REMEMBER - this ACH amount is a FIXED amount. The amount you state on your form is the amount that will be taken out each month, and we cannot adjust this based on additional charges on the bill. If the amount of your ACH payment does not cover your bill, you are expected to turn in the balance due to the office by the 5th of the month to avoid late charges. Please check your statements each month to avoid late fees.

2) Additional payment method #1: Credit Card payments online through Studio Director

All enrolled families may use their Studio Director account to view and pay their monthly statements and check on class schedules, etc. Here is how to access that information.

- A) Go to the homepage of our website – ConcordDanceAcademy.com
- B) On the right side of the homepage, click on the LOGIN to Studio Director
- C) Enter the email you use to receive notifications from CDA – this is the email we have as a part of your account information
- D) If you have not logged in online to the account before – click on “Forgot your Password?”
- E) You will then enter your email address again and will be sent a link to set your password
- F) Use the password you create along with your email address to login to your account.
- G) In your account, you will see your current balance due – click “Pay Now”
- H) You will be asked to enter the amount you wish to pay – it must be equal to or greater than the amount currently due.
- I) You will then be prompted to enter a new payment method – your credit card. When you are on this screen, you have the option of selecting the AutoPay/Recurring Payment Plan. If you select this, your credit card information will be saved in the system. Each month on the 5th we will manually direct the system to charge your card the full balance due for that month. It is your responsibility to notify the office if your card number or expiration date changes. If we are unable to process your card for your autopay payment, you will receive the late fee of \$30, or 10% of your balance due, whichever is greater. You may go into this account and disable the autopayment at any time.
- J) **IMPORTANT – Do not create a NEW account as a currently enrolled student!!!** If the email address you enter is not recognized, please contact the office, and we can provide you with the information we have in our database.

3) Additional payment method #2: Cash or check brought to the office

Payments are due on the 1st of the month and must be in the office before close of business (7 PM on weekdays and 11:30 AM on weekends) on the 5th of the month. Once you receive your monthly statement via email, you may provide a check or cash to the office to pay the amount due. We will no longer accept any post-dated checks in the office.

4) Additional payment method #3: Credit card payment in the office

There is a \$5.00 service fee charged for this method of payment, due to the card processing fees.

REMEMBER:

All payments of whatever method are due no later than the 5th of the month. Late fees of \$30 or 10% of your bill (whichever is greater) will be applied to all delinquent accounts. If your bill is not paid in full by the 5th of the month, we do ask that you not bring your child to class until the account has been settled. If you enter a time of financial hardship, you must arrange to speak with the director.

FOR COMPETITION TEAM FAMILIES:

Remember, you must arrive at a zero balance each month with whatever payments are needed. You may be electing a higher ACH payment each month to get ahead of your fees, however, all of your tuition and fees **must be paid in full each month**. All of the due dates for tuition and fees are listed on the website:

concorddanceacademy.com/competition-program/

This includes all costume fees, performance fees and competition fees.

The two documents you may reference are the **Competition Team Tuition and Fees 2019-2020** and the **Competition Schedule with Due Dates**.

If you have any questions or concerns, please contact the office for assistance.