

Payment Clarification

Methods of payment at CDA:

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.
- K) There is a 1.5% service for paying with a card through studio director. The account holder will be responsible for this fee.

2) Payment method #2: Cash 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 cash to the office to pay the amount due. We will no longer accept any checks in the office.

3) 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.