

STARDREAMS

FORMATS & POLICIES

Dear Parents and Guardians,

We would like to thank you for you for enrolling your child in our program. For your information, we would like to review some of our policies and billing procedures. Please keep these notes in your files for future reference.

- 1.) Payments may be dropped off at your child's school, however, most directors prefer payment to be mailed directly to STARDREAMS. Also, online and mailed payments are processed much faster than those that are left at school.
- 2.) Absences or vacations on the part of the student will not be credited. Your child will be allowed to rejoin at any time, as long as your previous account has been paid.
- 3.) Holidays or school closings that fall on class days will not be prorated or made up, However, students will receive 5 classes in some months without extra charge.
- 4.) As an enrolled student, your child will be taken in class each week, until you notify the STARDREAMS' office that your child will discontinue. Please notify our office by phone or text at (562) 706-3228 at least 2 weeks prior to their last day of class. Email us at billing@stardreams.biz. This will avoid unnecessary charges.
- 5.) Payments should be kept up-to-date. STARDREAMS will send an invoice to your home once a month. Invoices that are unpaid 30 days past the due date are subject to a \$25.00 late fee. If an invoice is unpaid after 2 months, we will have to discontinue the student's class.
- 6.) Checks returned from the bank are costly and we charge \$30.00 per check returned.
- 7.) If you would like to start receiving invoices via email instead of regular mail, Email us at billing@stardreams.biz

PAYING BY CREDIT CARD OPTIONS:

- a) Individual credit card charges will be made when received, and only once.
- b) If you register for AUTOPAY, you will receive your invoice in advance with the payment subtracted as "Will charge on duedate". This means your credit card will not be charged UNTIL the actual DUE DATE which is usually the day PRIOR to the beginning of the billing period.

So you will be still be able to CANCEL the charge PRIOR to the due date. If you fail to call in time, we can refund you the amount either by check or credit card. The Autopay permission form is listed on your mailed invoice .

If you have any questions or suggestions regarding our program, feel free to email us at: stardreams@stardreams.biz, call or text us at (562) 706-3228

We will be happy to hear from you.

Thanks again!