



## Fees & Policies

Starting 9/1/23 we are making some changes to how we accept and process payments. These changes will streamline the payment process in an effort to save administration hours and costs so we can focus our efforts on creating better training and performance opportunities for our students.

1) No More Zelle - We will no longer be accepting Zelle payments and would prefer everyone use DSP or Venmo only for digital payments. Cash, check, credit card are still accepted. Credit cards will have a 3% convenience fee. To avoid this fee please attach your bank account in your DSP portal. <https://dancestudio-pro.com/online/tbe>

2) **Auto pay - If you are signed up for auto pay, payments will be run every Monday for any outstanding balances owed to avoid late fees.** The only way to avoid the credit card convenience fee is to attach your bank account directly in DSP.

If you are a part of The City Program or Charter School your account does NOT need to be set up on autopay as it will charge the amount that is owed in the account. We enter owed amounts to keep track of who the city and charter schools are paying for but payments usually arrive 4-6 weeks later.

We will now start running the cards on file with no emails asking for permission to charge the amount owed. In the same manner we will not be going through accounts and making sure that you are NOT a homeschooler or paying through the City. **If your card is on file that means you are giving us permission to run it for outstanding payments every Monday.**

3) **If you do not set up autopay - late fees of \$5 per week start 7 days after a service or charge is entered in the account.** Please do your best to make a payment when service is rendered. Late fees will only be waived for families enrolled in autopay if an error was made on our end. Monthly group class and show tuition will be entered on the 1st of each month.

4) If you see an error - You can check your account any time through your portal via the Dance Studio Pro app or the website <https://dancestudio-pro.com/online/tbe> If you see an error or have any questions, please email [kkivy@topbillingent.org](mailto:kkivy@topbillingent.org) and [yvette@topbillingent.org](mailto:yvette@topbillingent.org) or call/text 626-963-1300. We will do our best to get back to you in 24 hours or less. The front desk can only accept payments but cannot do refunds or account corrections.

5) Private Lessons – please note private lessons have two dates in DSP. The date most to the left is the date the item was entered. If you click the ... in the item description that will reveal the actual date and time the lesson was taken. See photo below as an example. Times are listed in military 24 hour clock format.

✓	May 15, 2023	Kristina Keener Ivy 30 Min Private Lesson Saturday May 20, 2023 - 09:30 (ADMIN CREATED)	Private Lessons	<b>35.00</b> Paid on May 17, 2023
✓	May 15, 2023	Kristina Keener Ivy 30 Min Private Lesson Saturday May 13, 2023 - 11:30 (ADMIN CREATED)	Private Lessons	<b>35.00</b> Paid on May 17, 2023
✓	May 15, 2023	Kristina Keener Ivy 30 Min Private Lesson Saturday May 13, 2023 - 11:00 (ADMIN CREATED)	Private Lessons	<b>35.00</b> Paid on May 17, 2023
✓	May 5, 2023	Kristina Keener Ivy 30 Min Private Lesson...	Private Lessons	<b>35.00</b> Paid on May 07, 2023
✓	May 5, 2023	Kristina Keener Ivy 30 Min Private Lesson...	Private Lessons	<b>35.00</b> Paid on May 07, 2023

6) Need more help with DSP? Please check out these videos.

How to use Dance Studio Pro Parent Portal <https://www.youtube.com/watch?v=avYmCf20Q5I>

How to pay for items in DSP [https://www.youtube.com/watch?v=0CZ7ZuV\\_wCE](https://www.youtube.com/watch?v=0CZ7ZuV_wCE)

Thank you for your continued support! Please let me know any questions or concerns in the comments below or by emailing [kkivy@topbillingent.org](mailto:kkivy@topbillingent.org)