



Payment Policies and Procedures, Revised December 2016

Dear CMIPCS Families:

First, we would like to take this opportunity to thank all of our families for working with us and embracing our new payment processing platform for lunches, before care, aftercare, clubs, music lessons, and per diems. As a consequence, the school has been able to streamline its invoicing and accounting operation as well as collect payments in a more timely fashion.

Unfortunately, while we have made progress, we still are not where we need to be. As a result, we will be implementing some additional changes to achieve our goal of 100% on-time receipt of payment from all families, for services provided to our students. As many of you are aware, the school uses all of its public funding to meet the educational needs of its students during the school day. Our academic program, which includes small class sizes with low student-to-teacher ratios, individualized supports for students, and dedicated arts, languages, and PE classes, is unique in DC in part because it is an extremely resource-intensive program.

Before and after school activities and the lunch program are mostly funded by the fees that are charged to our families for these activities or services. Moreover, while the school pays its expenses when invoices are due, mostly on a monthly or semi-monthly basis, DC public funding payments are paid only on a quarterly basis. Thus, it is important that the school be able to adequately manage and match its expenses to its revenues. When payments for these services and activities are not paid timely, the school is placed in a tenuous financial position.

In order to continue to improve our collections, the school will be implementing a few more changes. As has always been the school's policy, should any CMI family require alternative arrangements for payment of any service or activity, staff is available at the families' convenience to discuss available payment options, including installment or semi-monthly payment plans.

Beginning with the Spring Creative Clubs programs, registration for clubs will require full payment at the time of registration. Our payment website (cmi.mybigcommerce.com) will allow families to select a club and make payment immediately. The site will only allow payments to be made for a club if a space is available, thus ensuring a confirmed spot for the club selection. Families with outstanding balances for which payment arrangements have not previously been made or agreed with the school will be precluded from registering for Spring Clubs. Refunds for clubs will be provided as follows:

- With written notice of cancellation submitted before February 4, 2017, a 50% refund will be granted.
- After February 4, 2017, there will be no refunds granted.

Before care, which is provided on a monthly basis, will require payment on the 1st of the month per current policy. However, if payment is not received when due, the school will not continue to provide the service. Therefore, if payments are not made, school staff will not accept early drop-offs. Families with outstanding balances for before care which have not been cleared prior to the start of school on January 4 or for which payment arrangements have not previously been made or agreed with the school, will not be afforded before care services.

After care, which is provided on a monthly basis, will require payment on the 1st of the month per current policy. However, if payment is not received when due, the school will not continue to provide the service and not transfer students to after care. Families will be contacted to pick-up their students at the appropriate dismissal times and if not picked up, school staff will be authorized to take appropriate actions. Families with outstanding balances for after care which have not been cleared prior to the start of school on January 4 or for which payment arrangements have not previously been made or agreed with the school, will not be afforded after care services. The school offers families the option to register and pay in advance for after-care per diem days for those families who may only need after care on an emergency basis. As long as per-diem has been paid or arrangements discussed with the school, students will be transferred to after care and families not contacted to pick up their student(s). **Late pick-ups from after care will not be tolerated. The school reserves its right to deny after care service to any families who abuse the timely pick up of their students. Families will be advised when their after care service is at risk.**

Lunch payments are still required in advance by mid-month for the following month (for example, by December 15, for January lunch service). Cancellation policy for lunch service is as follows:

- You must provide written notice at least two weeks before the end of the month to cancel meals for the upcoming month. No refunds are available.

Music lessons, which are provided on a monthly basis, will require payment on the 1st of the month per current policy. However, if payment is not received when due, the school will not continue to provide the service. Families with outstanding balances which have not been cleared prior to the start of school on January 4 or for which payment arrangements have not previously been made or agreed with the school, will not be eligible to register for music lessons.

Please note that the school reserves its right to WITHHOLD the distribution of any report cards for student accounts who have outstanding balances of 30 or more days for which payment arrangements have not been agreed with the school.