

Process for Smart Tuition Parent Refunds

A family is to submit a written notice of withdrawal when their student(s) will be leaving the school. The school should immediately **email** their Tuition Management Office (TMO) Relationship Manager. The TMO Relationship Manager will analyze the Student's Smart Tuition billing (Smart) account, and confirm with the Principal that there are no other balances due (e.g. unpaid After School Fees not billed through SMART, balances due from prior years, etc.).

If it is determined that a refund is due, the school will need to initiate the refund request. Using the Parent Refund Form:

1) **School:**

- A description of the type of refund.
- A valid reason as to why we are refunding.
- Include in the email the written notice of withdrawal (letter or email) with date.
- Breakdown of the refundable amount
- The name of the person receiving the refund must be verified.
- The name should be identified in the correspondence from the parent to the principal.
- The address of the parent should be verified.
 - Refund will be applied to the original method of payment.
 - If it is a check, unless otherwise stated on the form, it will be sent to the person and address on file.
- Principal sign-offs on the refund form.
- Email the Office of Tuition Management the documents for additional signoff

2) **Tuition Management Office:**

- The Relationship Manager will review and confirm the refund amount.
- Confirm the student is not transferring to another GRSS school.
- Relationship Manager submits Parent Refund to Director for approval.
- Tuition Management Office will submit refund request directly to Smart Tuition to be processed.

3) **Processing:**

- a. Smart confirms receipt and begins processing.
- b. Smart adds notes to account, and emails the family once refund request is completed.
- c. Smart sends Tuition Management Office updated processed refund information.
- d. Tuition Management Office sends school updated request information.

Depending on the original payment method the anticipated time frame for the refund is 14 days from when Smart processes the request.

See reverse



Withdrawal Timeframe

The school's expectation at the time of registration is that all tuition and fees will be paid on time. Tuition is an annual fee that may be paid in monthly installments. Tuition must be paid directly to SMART Tuition by the designated due date.

REFUNDS

- *If written notice of withdrawal is received by the school on or before August 15, the entire tuition obligation will be waived, and any payments made will be refunded upon written request to the school.*
- *If written notice of withdrawal is received by the school after August 15 and the student does NOT attend, 90% of the annual tuition will be forgiven. The family is obligated to pay the remaining balance of 10% of the annual tuition as billed. If payments were made in excess of 10% of the annual tuition, a refund for that amount will be issued upon written request to the school.*
- *If a family chooses to withdraw their child(ren) from the school once they begin attending, the family tuition obligation will be calculated as follows:*

Withdrawal Date	Annual Tuition Obligation
September	80% of tuition forgiven; family obligation 20%
October	70% of tuition forgiven; family obligation 30%
November	60% of tuition forgiven; family obligation 40%
December	50% of tuition forgiven; family obligation 50%
January	40% of tuition forgiven; family obligation 60%
February	30% of tuition forgiven; family obligation 70%
March	20% of tuition forgiven; family obligation 80%
April	10% of tuition forgiven; family obligation 90%
May	No adjustment; family obligation 100%
June	No adjustment; family obligation 100%

- *Calculations will be based on the last month in which the child(ren) attended one or more days of school. If payment has been made in excess of the family obligation, a refund will be granted upon written request to the school.*
- *Student records can only be provided to the child's new school upon satisfaction of the tuition obligation.*

SMART TUITION Parent Refund Request

Special requests require the review and approval from the Tuition Management office (TMO)

School Information

School Name: _____ Catholic School Region: _____

Student Information

SMART Family ID# _____ Phone: _____

Student Name: _____ Grade: _____

Address*: _____

*Refund issued to the original method of payment.

Reason for Refund

_____ **Withdrawn** _____ **Overpayment** _____ **Other** (Describe Below)

If withdrawn:

Has SMART account been updated: ___ Yes ___ No Last date child attend class: _____

Has TADS Enrollment been updated? ___ Yes ___ No & TADS Educate been updated? ___ Yes ___ No

Description (*Fees are non-Refundable)	Amount
**Smart Admin Fee (Display) is non-refundable (\$40)	
Refund Request Amount	\$
Amount approved for refund	\$

Withdraw Date	Annual Tuition Obligation
Prior to August 15	100% of tuition forgiven; family obligation 0%
After August 15	90% of tuition forgiven; family obligation 10%
September	80% of tuition forgiven; family obligation 20%
October	70% of tuition forgiven; family obligation 30%
November	60% of tuition forgiven; family obligation 40%
December	50% of tuition forgiven; family obligation 50%
January	40% of tuition forgiven; family obligation 60%
February	30% of tuition forgiven; family obligation 70%
March	20% of tuition forgiven; family obligation 80%
April	10% of tuition forgiven; family obligation 90%
May	No adjustment; family obligation 100%
June	No adjustment; family obligation 100%

Approved by School Principal: _____ Date: _____

Approved by TMO Relationship Manager: _____ Date: _____

Approved by Director of TMO: _____ Date: _____