

HAPPENDANCE, INC.
BILLING POLICY AND PROCEDURE

It is Happendance's intention to provide our students and parents with the best possible service; and part of doing so is to have good policies, practices, and procedures in place. Beginning January 2018, the following Billing Policy and Procedure will go into effect:

Policy: It is Happendance's expectation that all outstanding account balances be paid by the 15th of every month unless 1) you have established a monthly payment plan, 2) you have signed up for monthly payments through Auto-Pay or 3) contact Colleen Erpelding, Director of Operations by phone (517-333-3528) or by email (office@happendance.org) to discuss setting up a payment plan.

Procedure

To assist you, we have established the following procedure:

- 1st of every month: Billing Statements are sent via email through DSP
- 2nd week of month: Email reminders about upcoming payment due date
- 15th of the month: All payments due & auto-pay processed
- 18th - 20th of month: Make phone calls for late accounts
- 3rd week of month: Mail written late notice / hand-deliver copy of late notice to students
- 4th week of month: Follow-up with second phone call