

Wildwood & SMART's Tuition Program:

FAQ's and New Customized Services

This FAQ information sheet is an attempt to provide answers to better serve you when completing your SMART Tuition form. The SMART Tuition Program is designed to benefit you as a parent by providing several options for tuition payment as well as flexibility to fit the needs of each individual, thereby increasing the effectiveness of the tuition collection process.

Am I required to create a SMART account?

Each family is required to create an account with SMART (as per Wildwood's Enrollment Agreement) which you will have access to anytime – day or night - 24/7 throughout the year. You are NOT required to create a SMART account if you elect on your Wildwood Enrollment Agreement to pay tuition in one annual payment which is due in June or at the time of enrollment if after June.

Is the \$43.00 SMART enrollment fee paid per child or per family?

The \$43.00 SMART fee is an annual fee paid *per family* assuming that each child in the family is on the same payment plan. The SMART fee is billed and due at the time your first payment is due according to the payment plan chosen. However, if you choose a different payment plan per child within in your family then a separate account must be set up for each different payment plan and an additional \$43.00 will be billed per account.

What type of payments plans are available through the SMART tuition program?

- Monthly payment plan (June – May) plus 7% interest charged on the unpaid principal
- 9 Monthly payment plan (Sept – May) **for preschool only**
- Quarterly payment plan (June, Sept., Dec., and March) plus 7% interest charged on the unpaid principal
- Semi-annual payment plan (June, January) – no interest charged on this plan
- Annual payment due in June – paid outside of SMART, directly billed by and paid to Wildwood

Does SMART accept credit card payments?

Yes. SMART accepts American Express, MasterCard and Discover. Any tuition/fee payments paid by credit card will be charged a 2.5% credit card processing fee by SMART, which is in addition to any interest charged on the quarterly or monthly payment plan.

What are my options for making payments that come due on my SMART account?

- ******Make a payment directly online with SMART (via credit card or other debit account).
- ******Make a payment via telephone with a SMART representative (via credit card or other debit account).
- Write a check and mail directly it to SMART.
- **NEW** Make an in-house payment *directly to Wildwood*, which payment will be applied and adjusted to your SMART account. This option may be used under limited circumstances, such as when you know your payment will not make it to SMART via the postal service before the grace period has expired. This service is not to be used in place of making payments to SMART.
******These two options are preferable and more reliable.

How much time should I allow for electronic payments sent from my bank? You should make sure that your bank receives your request to make your electronic tuition payment well in advance of the due date. The Bank electronic payment service still produces a draft and mails it through the postal service just as if you were writing your own check and putting it in the mailbox to be mailed. ***This is a very common misunderstanding by parents electing to use their bank payment service so it is extremely important to set up the proper date for drafts to be cut. For example, if your due date is the 15th, set your bank up to draft a check several days PRIOR to the 15th, NOT on the 15th.***

How much and when are the late charges added to my account should I fail to make my payment on time? Wildwood's Enrollment Contract provides for a 5% late fee to be charged on the total payment due if such payment is not paid within the time period allowed. In addition, SMART charges a \$30 late fee. *****NEW In an effort to better serve our parents, the grace period for late payments has been extended to 10 days which begins from your chosen due date. For example, if you choose the 15th as your payment due date, then the late fees will be added to your account if payment is not posted on or before the close on the 24th.***