



2024-2025 Billing and Collection Policies & Procedures for Holy Cross School

Tuition Billing & Collection:

Facts Payment Plan Options:

1. Payment in Full (due July 15th or August 15) – in FACTS).
2. Semi-annual Payments (due August 15 and January 15)
3. Ten Monthly Payments (due the 1st or 15th of each month)

***All FACTS start up fees are included in the registration fee.

***Choose payment plan (either 1st or 15th of the month) to be billed via email or mailed paper invoice for the semi-annual or monthly payment plan.

***The bill will be transmitted 15 days before payment due date.

***Payments begin August 15, 2024

• FACTS Payment methods: (to set up your billing plan)

1. No payments will be accepted at Holy Cross for the 2024-2025 school year. All payments must be made to FACTS.
2. If you registered for the FACTS payment plan in the past, you will automatically be renewed into the same payment plan for the upcoming school year.
3. If you registered for the FACTS payment plan in the past but wish to change your payment method, you need to go to: online.factsmgt.com. You will need to put in your username and password from last year.
4. If you are new to FACTS and have never registered for a payment plan, go to: <https://online.factsmgt.com/Tmg/public/AgreementSignup.aspx?t=3KCXL>. This link is also posted to our website for your convenience.
 - A. Monthly automatic bank debit (ACH)
 - B. Credit Card
 - C. Check or money order mailed directly to FACTS

**FACTS will charge a \$35 fee to an account for a “missed” payment (e.g. the return of a check, direct debit or credit card declined).

Delinquency

- Families **30 days past due** will be notified by FACTS and the Holy Cross Parish Finance Office as being **delinquent**.
- Report cards will not be distributed to students whose accounts are delinquent
- Families with an outstanding tuition and/or extended care balance **60 days past due** will be notified that the **student will not be allowed to attend classes** beginning the first of the following month.
- Holy Cross Parish will pursue every avenue to obtain tuition and extended care payment, including collection agencies and legal options. School records will not be released until the outstanding balance is paid in full, as well as any collection fees incurred.

Parishioner Status

- New families are granted parishioner status by pastor authorization **ONLY. This is only for Kindergarten through Grade 6. We must have a signed Parish Commitment Form on file no later than August 15th.**
- It is the responsibility of the parent to resolve a discrepancy with the pastor.

Refunds

- Registration fee is non-refundable
- If an account has a credit balance at the time of withdrawal, a refund check will be issued.

NOTIFICATION OF FINANCIAL AID AWARDS WILL BE AVAILABLE BY JULY 1, 2024p.