

Family Paid Programs

Frequently Asked Questions

Review the following Frequently Asked Questions about Elevo's Family Paid programs. If you have additional questions, reach out to your Site Manager or contact support@elevolearning.com.

1. How do I set up online payments?

It's quick and easy to get set up on Brightwheel to make online payments to your Elevo program. Check out Brightwheel's step-by-step guide to [add a bank account or credit card](#) or follow the steps below.

- Navigate to Brightwheel's Payments section [online](#) or in your mobile app.
- Go to the Payment Settings tab and click Add payment method.
 - If this is your first time adding a payment method and your program requires autopay, you will click Add payment method to autopay in the popup window.
- From the 'Bank account' tab, select Instant verification and then Next.
- Search for the desired banking institution and click on it when displayed.
- Sign in to the bank account as usual once you are routed to your bank's login.
 - Only add checking accounts when adding a new bank account. Savings accounts are not compatible with Brightwheel billing.
- Once logged in, the pop-up will verify the setup is complete.

2. Can I pay with a check or cash?

All enrollment and fee payment for Elevo's programs must be conducted through the provided online portal. Payment must be completed using a valid credit card, debit card, or ACH method. We are unable to accept alternative forms of payment such as cash or check.

3. How often will I be charged?

Tuition can be fully paid at the time of registration or be automatically billed based on the payment plan option on Brightwheel during registration. Payment plan cycles are set at the beginning of the school year. Payment plans will be either bi-weekly or monthly via an automated billing cycle.

4. What if my payment doesn't go through?

If an attempted payment is denied, you will receive an email acknowledging the failed payment and you will have 10 business days to resolve the payment. If the billing issue is not resolved within the 10 days, your child may be suspended from programs until payment is received.

Elevo charges a \$35.00 re-enrollment fee for any family whose account has been suspended for non-payment.

5. Are there any discounts?

Yes! When offered, Elevo provides sibling and military discounts:

- When siblings are enrolled in programming, there may be a sibling discount for each additional child enrolled after the first. If a sibling cancels from the program, the discount will be rescinded and debited to the account. This cannot be combined with other discounts.
- When offered, Elevo will provide a discount for U.S. Military families. This cannot be combined with other discounts.

6. Are there any fees?

Yes, there are the following fees:

- **Annual Registration Fees:** Annual registration fees are charged to each family once per year for participation in any program. Registration fees are non-refundable.
- **Re-Enrollment Fees:** If a payment is denied and all past-due balances are not resolved by the 10th business day after the failed payment, your Elevo account will be suspended, and your child will be unenrolled from programs. In addition to paying any past-due balance, a \$35.00 re-enrollment fee will be collected upon re-enrollment into before- and/or after-school programs.
- **Late Pick-Up Fees:** There may be a late pick-up fee of \$1 per child for every minute of tardiness beginning 10 minutes after the end of your child's program. For example, if your child is enrolled in a program that closes at 6:00PM at 6:10PM the fee will increase \$1 per minute thereafter. This policy is non-negotiable, and your method of payment on file in the online portal will be automatically charged. Three late pick-ups in a month may result in a suspension from the Elevo program.

7. Can I get a refund?

Elevo does not provide credits or refunds for program cancellation due to inclement weather, facility issues, school closures, school-dictated unavailability of space, or any other issue beyond Elevo's direct control, including days school is canceled for district-mandated furlough days or days school is canceled due to a teacher strike. Neither credits nor refunds are given for student absence or any days of student non-attendance (i.e. holidays, half days, etc.) or for processing fees.



Credits or refunds will be issued if programming is canceled by Elevo. In this case, Online refunds may take 5-10 business days to be processed back to your online payment method (online credit/debit card or bank account) through Brightwheel.

8. There are school holidays this month. Does the program cost less?

School Holidays do not trigger prorated rates as these have already been accounted for in program cost planning.

9. Can I reduce or cancel my child's enrollment?

Families may reduce or cancel their child's enrollment at any time by submitting a request online by emailing support@elevolearning.com. There are no refunds or credits issued for the current month of enrollment. If a student is removed during the month, payment through the remainder of the month is required. Payments made for future months will be refunded, if applicable.

10. How do I update my billing information?

If you'd like to update, remove, or add payment methods on an account, you can easily do so from your account on Brightwheel. Please visit Brightwheel's [Payment Methods and Settings](#) to learn more.

11. How do I know if my student qualifies for free programming?

The district receives funding from the State of California to support Expanded Learning Programs. The funding allows eligible students in grades TK-6 to attend programs at a free or minimal cost. Eligibility for programs include homeless or foster youth, free or reduced lunch status, and English Language Learners (dependent on income). For more information, please contact your district or visit Elevo's landing page at <https://elevolearning.com/berryessa-union-school-district-fpp/>.

Do you have additional questions?
Visit here for more information.