



## Student Billing

# FREQUENTLY ASKED QUESTIONS

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The billing of tuition payments for The Downtown School is handled by Lakeside School. All inquiries and questions about student accounts should be directed to Clayton Castagnola in Lakeside School's business office. He may be reached by phone at 206-440-2942, or by email at [billingDTS@lakesideschool.org](mailto:billingDTS@lakesideschool.org).

### BLACKBAUD TUITION MANAGEMENT PORTAL

- Each family will have access to view their monthly household statements through the Blackbaud Tuition Management portal in time for their first bill in July.

### BILLING CYCLE

- Starting in July, billing statements will be available for review by the 1st of every month through the Blackbaud Tuition Management portal. Parents and guardians will receive a billing invoice notification via email from Blackbaud as soon as statements are available each month.
- All payments are due by the 15<sup>th</sup> of each month. Accounts that are past due should expect to receive collection reminders from the business office.
- Blackbaud charges a \$30.00 bank fee for failed ACH automatic debit transactions. There is no fee for failed credit/debit card transactions.

### BILLING ACCESS

- Access to student billing on the family portal is automatically given to all parents and guardians on file for a student. Contact the business office if there are any special circumstances that need to be considered such as a court order or parenting plan or if any third party needs to also receive the monthly statements.
- To access your student billing information, click on the "Tuition Management" tile under the resources tab in the Blackbaud family portal.

### OPTIONAL EXPENSES AND FEES

- There may be optional expenses and fees that families will see on their account. An example of this is the [Tuition Refund Insurance](#) that families may have selected on the enrollment contract.

### FINANCIAL AID PROCESS

- Some families may be eligible for financial assistance at The Downtown School. The Head of School, Sue Belcher, has notified those families. Contact Sue directly if you have any questions regarding this process.
- Whenever charges are placed on an account, any applicable financial aid will also be placed on the account to lower the cost to the family.

### PAYMENT METHODS

- **Auto-Pay**
  - **ACH Payment** – Payments can be made with an automatic monthly direct debit (ACH) from your bank checking or savings account. **This is our most used payment option.**
    - ACH auto-pay will be processed directly through your family's Blackbaud Tuition Management portal for the 2022-23 school year.

- **Credit & Debit Card** – You may also pay with VISA, MasterCard, Discover, and American Express credit and debit cards. Credit and debit card payments can be set-up to be processed automatically each month, or with a manual payment according to your monthly invoice (see below).
  - Please note, a fee of 2.85% is applied to all credit and debit card transactions.

➤ **Pay by Invoice**

- **One-Time ACH Payment**
- **One-Time Credit/Debit Card Payment**
- **Check** – When paying by check, please reference your student’s name in the memo line. Checks should be mailed to the following address:

Attn: Clayton Castagnola (DTS)  
Lakeside School Business Office  
14050 1<sup>st</sup> Avenue NE  
Seattle, WA 98125

**ANNUAL RE-ENROLLMENT**

- All accounts need to be current (or less than \$200 past due) through the January 15<sup>th</sup> due date in order to be eligible for re-enrollment in March. Holds will be placed on balances over \$200 and the account balance must be paid to re-enroll by the re-enrollment deadline.
- As part of the re-enrollment process, the deposit payment of 10% of net tuition charges (tuition less tuition aid) is due during the re-enrollment window. Exact dates of re-enrollment will be sent to parents and guardians in February.

**TUITION PAYMENT PLAN OPTIONS**

- **Total tuition, including deposit for 2022-2023 school year:** \$19,950.
- **Deposit amount for full pay families:** \$1,995
- **Payment in full (after the deposit payment):** Due July 15 (\$17,955 for full pay families).
- **Monthly:** Eight equal monthly payments due July 15 through Feb. 15 (\$2,244.38 for full pay families).
- *Payment plans cannot be changed after enrollment has closed.* Families are always free to make their tuition payments early. However, there is no discount for early payment. If families have forgotten their student’s payment plan selection or would like a copy of the enrollment contract, please email [billingDTS@lakesideschool.org](mailto:billingDTS@lakesideschool.org).

**GRADUATION REQUIREMENT**

- Family accounts must have balances below \$200 for seniors to participate in the graduation ceremony and receive their official transcripts and diploma.

**SPLIT HOUSEHOLDS**

- If your family has a split household, contact the business office and we will help ensure that your accounts are properly adjusted according to your payment agreement.

**QUESTIONS**

- For questions regarding your student billing account, contact Lakeside School’s business office by phone at 206-440-2942, or by email at [billingDTS@lakesideschool.org](mailto:billingDTS@lakesideschool.org).
- You may also contact Blackbaud’s Parent Contact Center by phone at 888-868-8828, or through Blackbaud’s online chat feature available upon logging into your account.