



American Heritage Worldwide Billing and Refund Policy

This policy explains how billing works for AHS Worldwide's Membership Plans and Academic Student Services. We aim to use clear, straightforward language for the benefit of parents and guardians.

Scholarship Program Funds:

If payment is made through an outside scholarship or state-funded program (such as Utah Fits All, Arizona ESA, or similar programs), the refund, cancellation, and billing rules of that program will apply. If those rules differ from the policies in this document, the program's rules take priority. Families are responsible for understanding the refund, cancellation, and billing policies of their scholarship program before using those funds to enroll in an AHS Worldwide program.

Membership Plans (Parent and Student Plans)

- Monthly Recurring Billing**

Parent and Student Plans are billed on a monthly, recurring basis. Your membership fee is charged each month, providing continuous access to the AHS Worldwide platform and curriculum.

- Anchor Billing Date**

To reduce multiple charges per month, each account is assigned an "anchor billing date." This is your set billing day each month.

- If you upgrade mid-cycle, you will be charged a pro-rated amount for the days between your upgrade date and your anchor date.
- On your anchor date, the full monthly fee is charged for the upcoming month.

- No Long-Term Commitment**

Memberships continue month-to-month until canceled. You may cancel at any time to stop future charges. There are no annual contracts or cancellation fees.

- Cancellation and Refunds**

Cancellations take effect at the end of your current paid month, on your anchor billing date.

- Example: If your billing date is the 25th and you cancel on the 7th, your access continues through the 25th.
- We do not provide partial refunds for unused days within a billing cycle. Once canceled, your membership will not renew on the next cycle.

Academic Student Services (Coached Class, Academic Suite, etc.)

- **Separate from Membership (but Same Billing Date)**

Academic Student Services are optional add-ons to the Student Plan. They are billed separately from membership fees, but they share the same anchor billing date. This means they may appear together on the same invoice or payment transaction, even though they are distinct charges. This way, you'll usually just see one combined monthly bill.

- **Annual or Monthly Installments**

Families may choose to pay for Academic Services either in full for the school year or in monthly installments.

- *Pay-in-Full:* The entire year's payment (or the prorated amount if you join mid-year) is charged in one installment on your next anchor billing date.
- *Monthly Installments:* The total cost is calculated based on the number of school days remaining in the academic year. This amount is then divided into equal monthly payments beginning on your next anchor billing date and ending by May 10 of the academic year.

- **Prorated Payment for Mid-Year Enrollment**

If you enroll in an Academic Service after the school year has begun, your cost will be prorated according to the number of school days remaining in the academic calendar. This ensures you only pay for the portion of the year your student will participate.

Refund Policy for Academic Services Payment

Pay-in-Full Option

- **Upfront Payment:** You pay once for the school year (or a prorated amount if you enroll mid-year).
- **Minimum Commitment:** The first 20% of the school year is non-refundable. Even if you cancel before reaching that point, refunds will not exceed 80% of what you paid.

- **Refund Calculation:** After that, your refund is based on the unused portion of school days. For example, if you cancel after 35% of the school year has passed, you'll receive a refund for the unused 65% of your original payment.
- **In short:** refunds are based on the portion of the school year your student has not yet attended, but never exceed 80% of your original payment.
- **Examples:**
 - *Early Cancellation:* You pay \$711 for the year. After 10% of the school year, you cancel. Since the minimum non-refundable period is 20%, your refund is capped at 80% of \$711 = \$568.80.
 - *Mid-Year Cancellation:* You pay \$711 and cancel after 35% of the school year. You receive a refund of 65% of \$711 = \$462.15.
 - *Mid-Year Enrollment:* You join in January and pay a prorated \$400.
 - If you cancel after 25% of the remaining school days, you receive 75% of \$400 = \$300.
 - If you cancel after less than 20% of the remaining school days (for example, 15%), your refund is capped at 80% of \$400 = \$320.
- If you cancel **before the first scheduled charge date** (your anchor billing date), you will still be charged on that date, but only for the non-refundable portion. No additional amount will be collected. This ensures that at minimum the non-refundable portion is collected, even if you cancel immediately after enrolling.

Monthly Installment Option

- The **first month's installment is non-refundable.**
- If you cancel before your first scheduled installment, you will still be charged that first installment on your anchor billing date, but no further installments will be charged.
- If you cancel after the first installment has been paid, you will not be charged for any future installments. However, no refund will be issued for installments already paid.

These policies are designed to be fair and transparent, ensuring families understand how billing works and what to expect regarding refunds. If you have any questions about your

specific situation, please contact our support team for assistance. Thank you for being a part of AHS Worldwide.

Examples

1. Canceling a Student Plan Mid-Cycle

A student subscription is billed \$39.00 for the monthly Student Plan on October 19 (the account's anchor billing date). On October 27, the family cancels. No refund is issued, but the student keeps full access until the next billing date on November 19. After that, the membership will not renew.

2. Canceling Coached Class Before First Installment

A parent upgrades their student to Coached Class on January 7 and selects installment plan. The account's anchor billing date is January 20. On January 18, they cancel. The first monthly installment is still charged on January 20, but no further installments will occur. The student has access until January 20.

3. Canceling Coached Class with Pay-in-Full Shortly After Enrollment

A parent upgrades their student to Coached Class at the start of the school year on August 25, paying the full amount of \$711. On September 17, they cancel. Since fewer than 20% of the school days have passed, the refund is capped at 80% of the original payment. In this case, the family receives a refund of \$568.80.

4. Canceling Coached Class Mid-Year with Pay-in-Full

A parent upgrades their student to Coached Class on August 25 and chooses the pay-in-full option. They then cancel on November 15. Assuming that means that as of November 15th the student has been enrolled in 35% of school days (counting from time of enrollment until end of academic year), the remaining 65% of the payment is refundable. In this case, if the original payment was \$711, that means the refunded amount would be 65% of \$711, which equals \$462.