Frequently Asked Questions about Registration Fee and Online PayPal Transaction

Q1: Could you please provide more details about the registration fee and the deadline to have it waived?

A: This year, the school board has decided to implement a registration fee for all registrations. If you register for a new class, this fee will be applied, unless it has already been paid (i.e., a $20 fee for your family). Additionally, the school board has introduced an incentive to encourage timely payment. If you pay in full on or before the specified deadline, the registration fee will be waived.

Q2: If I cancel all of my registrations, will I be refunded the registration fee?

A: It depends on when you register and pay. If you register early and pay by the specified waiver deadline, the registration fee will be waived, even if you later cancel. However, if you don't pay by the waiver deadline, the registration fee will be applied.

If you cancel your registration after paying the fee, the fee will be retained by the school. Additionally, if you cancel after certain dates, you may be subject to additional cancellation charges—please refer to Q7 for more details.

Think of the registration fee as covering the administrative costs associated with processing registrations. When you register with the school, the fee is expected. The waiver is a gesture of appreciation for paying in full early, and it is at the discretion of the school.

Q3: Do I need a PayPal account to make an online payment?

A: No, you don't need a PayPal account. You can simply use a credit or debit card. When you reach the PayPal page, click the link that says "Don't have a PayPal account?" to proceed.

Q4: Is it safe to use this system? Is my credit card information secure on your site?

A: Yes, it is safe. We use secure communication with PayPal, the largest online payment processor with millions of users. We do not store your credit card or PayPal account information. In fact, you never enter your payment details directly on the NCLS site. You will be redirected to PayPal's secure site to complete the transaction.

Q5: What if I change my mind during the transaction?

A: You can cancel at any time before clicking the "Pay Now" button on the PayPal site.

Q6: Do I get confirmation when I make a payment?

A: Yes, you will receive two emails immediately after the transaction: one from PayPal confirming the payment, and another from NCLS detailing the payment and your updated account balance.

Q7: If I cancel my class later, how will the refund be processed?

A: For refunds, we will issue a check after deducting any applicable fees. Please refer to the NCLS website for our cancellation policy. Note that if your account has been charged a registration fee, this fee is non-refundable.

Q8: After I click on the "Go back to your NCLS family account" button, I am returned to my NCLS family account, but I don't see the payment information. Has it been lost?

A: Please try refreshing the page. Sometimes, PayPal notifications can be delayed, which may cause the account update to take a little longer. Rest assured, the payment information will appear once the update is processed.

Q9: I've waited a long time and still don't see my account updated with the payment information. What should I do?

A: No need to panic.

First, check if you've received an email from NCLS confirming your payment. If so, we have processed your payment, and you can simply refresh the page to see the update.

If you've only received a PayPal email (but no confirmation from NCLS), please bring the PayPal email with the Transaction ID to the school. We'll look up the details and resolve the issue for you.