

## Frequently Asked Questions about Registration Fee and Online PayPal Transaction

**Q1: What is the registration fee and deadline to waive it?**

A: When a family registers classes for a new semester, in addition to the class fees, a registration fee of \$10 will be added automatically to the total due. The registration fee will be waived if the class fees are paid in full on or before June 17, 2018.

**Q2: If I cancel all my registration, do I get my registration fee back?**

A: Your registration fee is not refundable if you cancel your registration.

**Q3: Do I have to have a PayPal account if I want to pay online?**

A: No, you don't. You can just use a credit card or even a debit card. When you see the PayPal page, click the link that says "Don't have a PayPal account?"

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

A: We use secure communication with PayPal site, which is the largest online processing site with millions of users. We do not store your credit card or PayPal account information. As a matter of fact, you never enter such information at NCLS site. You enter at PayPal site.

**Q5: What if I change my mind in the middle of the transaction?**

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

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

A: Yes, you will receive two emails right after the transaction: one from PayPal about the payment, one from NCLS about the payment and the new balance on your account.

**Q7: If I later cancel my class, how do you do the refund?**

A: For refund, we always send you a check, after deducting certain fee. Visit NCLS web site for [policy on cancellation](#). If your account has been assessed a registration fee, then this registration fee is not refundable.

**Q8: After I click on “Go back to your NCLS family account” button, I am taken back to my NCLS family account, but I don’t see the payment information. Is it lost?**

A: Please refresh the page. Sometimes the notification from PayPal can be a little delayed, causing the account update to happen a little delayed. It will show up.

**Q9: I wait long enough and still do not see the account updated with my payment information? What do I do?**

A: No panic. Did you receive an email from NCLS about your payment? If so, we have processed your payment, just refresh the page to see it. If you only receive PayPal email but not NCLS email, please take the PayPal email (with Transaction ID) to school. We will look up and resolve the issue for you!