



## Payment Schedule Policies

As of October 1<sup>st</sup>, 2023, all payment schedules, current and new, will be subject to the following policies:

- Payment schedules are only available for United States-based Beginning I – Advanced II trainings (including the Substitute Video option). Review Videos, Audits, and Webinars are not eligible for payment schedules.
- Payment schedules have a one-time administrative fee of \$100 to open and will break your registration cost into 4 equal monthly installments. This fee is collected simultaneously with your first installment at the time of completing your registration.
- The first installment must be paid before your registration is considered complete.
- Discounts, such as scholarships or promotions, must be applied during the registration process and cannot be retroactively applied to any completed registration or active payment schedule. No exceptions.
- The withdrawal date of your payment schedule is determined by the date you originally opened your payment schedule. For example, opening a payment schedule on the 15<sup>th</sup> of the month will result in your monthly installments being withdrawn on the 15<sup>th</sup> of each month until the balance is paid in full.
- Payment schedules do not function like a deposit system. It is the student's responsibility to ensure that payments are being made each month and to contact SEI if they miss/fail an installment. Please contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) for further assistance with payment schedules.
- When a student misses or fails an installment, they will receive an email informing them that the installment was missed and how to complete their payment. SEI reserves the right to cancel registrations due to lack of payment at any time, which may result in training delays and the temporary loss of SE credits.
- Payment schedule fees are as follows:
  - *\$25 Late Payment fee* – Applied when installments are paid greater than 72 hours after the due date. Max of 2 - \$50 applied to a transaction.
  - *\$50 Schedule Amend fee* – this is to be applied to payment schedules SEI must re-create due to multiple failed installments. Added in conjunction with 2 late payment fees but not to exceed \$100.
  - *\$100 Administrative fee* – This is the \$100 cost associated with opening a payment schedule and is collected simultaneously with your first installment. This fee does not factor into the balance of your installments

and is non-refundable. This still applies if you elect to pay the balance in full rather than make your first installment.

- **\$100 Cancellation fee** – Applied to any payment schedules opened prior to August 24<sup>th</sup>, 2023, that were opened but have not yet received payment. Also applied to payment schedules that have been cancelled/re-created two or more times, resulting in the student being asked to pay the remaining balance in full.
- Cancelling your payment schedule must be done using our **Refund/Cancellation** form – also available on the [Student Forms](#) webpage and will be subject to the policies listed on the form.
- You can have a maximum of 2 active payment schedules at any given time.

## Frequently Asked Questions:

**What can I open a payment schedule for?** Only Beginning I – Advanced II trainings (including taking the training via the Substitute Video) taking place in the United States may hold a payment schedule. Review Videos, Auditing, and Webinars – including *Online Basic Principles of SE*, are not able to hold a payment schedule.

**How much does it cost to open a payment schedule?** The cost to open a payment schedule is \$100. This is collected upfront in addition to the first installment to complete your registration.

**How do I open a payment schedule?** Steps to register and set up a payment plan or use a special code when registering via your personal link:

1. Click the **personalized registration link** above.
2. Check to ensure the cohort location, time and date are correct on the top left of the training overview.
3. Click the **Register Now** button on the top right-hand side or under the training date with the calendar icon.
4. A page will pop up with two payment options outlined in gray boxes: **Registration or Registration (Payment Plan)** Please (**do not** select both register now and payment plan).
5. Choose the payment you wish to pay \*NOTE: the payment plan is broken down into 4 payments, with the first one including the \$100 transaction fees and payment plan setup fee. The next three payments will be divided by 4 from the total balance due and will be deducted each month, following the same day that you registered for the training.
6. Click **Redeem Item**.
7. An Order Summary page will be shown on the top right.
8. If you have a promo, scholarship, or savings code, please insert it into the **Click HERE to enter your promo code** box.

9. The balance will adjust after placing your promo code.
10. Click **Check Out**.
11. Fill out your personal information and answer all the questions (it will not allow you to check out unless you answer all the questions).
12. Check the acknowledgement boxes at the bottom.
13. Please double check your personal information details.
14. Scroll down to **Payment Information** and fill out your payment method and details.
15. Scroll back up until you see **Order Summary** and click on the **Pay button with the \$ amount due**.
16. A message will pop up letting you know that the Payment is complete.
17. You are now officially registered for the training.

**I received a scholarship or discount; how do I apply that to my next training?** Click on **“Click Here to Enter Promo Code”** if you have any discount codes or scholarship codes in the Order Summary box and then click **“Apply”**. Discount and scholarship codes *MUST* be applied at this point and cannot be retroactively applied to any completed or active registration or payment schedule.

**Can I change the date that my installments are taken out?** Unfortunately, we cannot change this date once it is set.

**How many installments does my payment schedule have?** Your payment schedule will be broken up into 4 equal installments, with the first installment due at the time of opening the payment schedule.

**How does the \$100 administrative fee get factored into my payment schedule installments?** The one-time \$100 fee is collected simultaneously with the first installment. The \$100 fee does not affect the installment balance.

**I need to change my payment method; how can I do that?** To change your payment method information, please contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) and let us know. We will send you your next scheduled installment payment link, which will allow you to enter the information of the new payment method. This will then charge the new payment method and update the payment method for your remaining scheduled installments.

**I want to make my next installment ahead of schedule. How can I do that?** If you would like to make your next installment ahead of schedule, please contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) to make the request. We will send you the pay link needed to complete the installment.

**I think I missed my most recent installment; how can I complete this?** You should receive an automated email when you miss your installment that contains links for you to make the installment. If you do not receive that email within 48 hours of a missed installment, please contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org).

**How many payment schedules can I have at a time?** You are allowed to have up to 2 active payment schedules at any time. Please be advised, it is your responsibility to manage your finances when deciding to open multiple payment schedules.

**If I have multiple payment schedules, can I pay for them one at a time?** No. By opening a payment schedule you agree to make the first installment plus pay the \$100 Administrative fee during checkout and are subject to the terms and conditions agreed upon prior to opening the payment schedule. All active payment schedules run simultaneously, meaning that by opening multiple payment schedules, you will have multiple installments due each month.

**I have begun making payments but do not feel that I can continue making these payments; what are my options?** You can submit a **Refund/Cancellation** form – available on our [Student Forms](#) webpage, at any point if you do not feel that you can comfortably continue paying your installments. Your request will be subject to the policies available on the form, but you may re-register later provided your request is made more than 30 days prior to the start date of your training. If the request is made within 30 days of the training start date, your roster spot will no longer be guaranteed.

**Is there somewhere I can log in to see a summary of my payment schedule?** Unfortunately, this is not currently something we have available. We are working to offer this in the future, however, in the interim if you contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) and request a full summary of your payment schedule we are happy to provide that to you. This summary will include the payment schedule status, balance paid, balance remaining, a copy of the invoice, as well as a list of previously made installments with receipts and links to any future installments.

**I recently transferred to another training, and my payment schedule statement or invoice lists my old cohort; Which training are my installments going towards?** When you open a payment schedule, it will be titled as the training you originally registered for. When you transfer, your funds and payment schedule internally transfer with you, but will keep the original title of the training they were opened under. For example, opening a payment schedule for *Beginning II – Boise, ID* and transferring to *Beginning II – Bozeman, MT* means the payment schedule keeps the original Boise, ID title on the invoice while the funds are applying towards Bozeman, MT.

**I would like to pay my remaining balance in full ahead of schedule; How do I complete this?** To pay your remaining payment schedule balance in full, please contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) and request your payment schedule invoice. Please click **"Pay"** in the upper right corner of your invoice and enter your payment information. Once this has been paid, please then respond to the email, or contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) to let us know so we can ensure any scheduled installments are not made in error.

**I was sent a pay link, but when I tried to use it the next day, I got a failed message; What happened?** Our pay links have automated processes associated with them, which makes them time sensitive. If you are requesting a pay link for a missed installment, please be advised that

the pay link needs to be used the same day it is received, or the automated processes will kick in and automatically try to pull from the previously associated payment method – likely resulting in additional failures.

**Why are my monthly installments higher than they used to be?** In April of 2023, we changed our payment schedules to consist of four equal monthly installments rather than 7. While this did increase the overall installment balance, it allows you to pay off the registration quicker than before. Now, we collect the \$100 administrative fee to open a payment schedule upfront, separate from the monthly installments which reduces the overall monthly installments by \$25. You are always welcome to pay your remaining balance in full at any time if you no longer wish to have a payment schedule. Please contact [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) for further assistance.