SPECS™ Billing & Payment Policy

Effective Date: August 1, 2026

1. Payment Methods & Secure Processing

- Accepted Payments: We accept major credit cards, debit cards, and authorized electronic payment methods through our secure online portal.
- Secure Processing: All transactions are encrypted via a certified third-party payment gateway. SPECS™ does not directly store or view your full credit card details.

2. Payment Clearing & Last-Minute Enrollments

- Mandatory Clearance: All registration payments must fully clear before a student is permitted to start their first class or enter the instructional area.
- Last-Minute Enrollments: If parents enroll a student within three (3) days of the course start date, online credit card processing delays may block immediate attendance.
- On-the-Spot Payments: To bypass processing delays for last-minute sign-ups, parents may pay cash on the spot using Venmo or Zelle at the facility before class begins.

3. Automatic Monthly Renewals

- Recurring Billing: By enrolling in a 4-week course, you authorize SPECS™ to automatically charge your saved payment method on file every month.
- Billing Cycle: Charges occur automatically on your recurring billing date to secure your student's spot for the subsequent 4-week course.
- Cancellation Deadline: To pause or stop automatic monthly renewals, you must submit a written cancellation request at least 72 hours before your next scheduled billing date.

4. Late Fees, Declined Payments, and Course Drop Policy

- Declined Payment Fee: If a recurring payment is declined or fails for any reason, a flat penalty fee of $25 will be automatically applied to your account.
- Late Fee Accrual: A late fee of $10 per week will accumulate on any outstanding account balance that remains unpaid after the start of the new course cycle.
- Automatic Course Drop: Students will be immediately and automatically dropped from the course and any upcoming onsite competitions for non-payment or declined payments.
- Suspension of Service: Failure to resolve a declined payment or unpaid balance within 48 hours of the course start date will result in immediate suspension from the facility until the account is paid in full.

5. Collections and Credit Reporting

- Delinquent Accounts: Outstanding balances accrued for any reason that remain unpaid after 30 days will be considered severely delinquent.
- Credit Bureau Reporting: All unresolved balances will be formally reported to national credit bureaus, which may negatively impact your personal credit rating.
- Collection Agency Referral: Past-due accounts will be immediately sent to a third-party collection agency for recovery. You will be held financially liable for all principal debt, accrued late fees, and any administrative or collection agency costs incurred by SPECS™.

6. Refund Finality

- Policy Integration: All billing, cancellations, and credit allocations strictly follow the foundational guidelines established in the SPECS™ Terms of Service.

SPECS™ Collections Warning Notice Template

Below is the strict email notification to send to parents before their delinquent account leaves your office.

Subject: URGENT: Final Notice Before Collections Referral – Past Due Balance for SPECS™ Account

Dear [Parent/Guardian Name],

This is a formal and final notice regarding the outstanding past-due balance on your SPECS™ account for student [Student Name]. Despite our previous payment reminders, your account balance of $[Amount] remains completely unresolved.

Your student has been formally dropped from their 4-week course, and their access to our onsite instruction and competitions is currently suspended.

Please be advised that if this balance is not paid in full within five (5) business days from the date of this notice, SPECS™ will take the following mandatory actions:

1. Your account will be permanently transferred to a professional third-party collection agency for debt recovery.
2. The delinquency will be formally reported to national credit bureaus, which can severely damage your personal credit rating.
3. You will be held legally and financially responsible for the original principal balance, all accrued late fees, and any additional legal or collection agency fees incurred during recovery.

To protect your credit rating and resolve this issue, please log into your parent portal immediately to pay online, or reply directly to this message to coordinate an on-the-spot payment via Venmo or Zelle.

Sincerely,

SPECS™ Management
specs@omnistemed.com