

## Archway Trivium West Extracurricular Programming FAQs

Please read through these FAQs to answer any questions you may have about our Extracurricular Programs at Archway Trivium West.

- [When does registration open and close for Extracurricular Programs? How does it work?](#)
- [Why do some programs have different registration deadlines, processes, and payment procedures?](#)
- [What should I do if I did not receive a confirmation email?](#)
- [What if I've missed the registration or payment deadline?](#)
- [Our family is experiencing financial hardship. Are scholarships available?](#)
- [What forms of payment are accepted?](#)
- [When will you deposit my check or charge my credit card?](#)
- [I received an email that my child has been wait-listed. What are the next steps?](#)
- [The program my student is interested requires an audition or essay. When do I submit payment?](#)
- [What if I need to cancel my registration or want a refund?](#)

Should you have additional questions, please contact the Faculty Director or Administrative Support team. Contact information is below:

Archway Trivium West Faculty Director	
Faculty Director of Extracurricular Activities	Kendra Montoya <a href="mailto:kmontoya@archwaytrivium.org">kmontoya@archwaytrivium.org</a>
Administrative Support	
Online Registration/Payment Processing	Brienne McDonald <a href="mailto:bmcdonald@archwaytrivium.org">bmcdonald@archwaytrivium.org</a>
Scholarship Requests	Susie Kissell <a href="mailto:skissell@archwaytrivium.org">skissell@archwaytrivium.org</a>

## FAQs

- **When does registration open and close for Extracurricular Programs? How does it work?**

Registration for Extracurricular Programs opens a few times throughout the school year. The closing date for each registration period can be found on the Extracurricular Registration webpage.

Visit the Archway Trivium West (ATW) Extracurricular Programs webpage and click through on the link for the class you want. Complete and submit the online registration in our online payment portal.

Payment in full must be received by the stated deadline. Failure to remit payment by the stated deadline results in automatic cancellation of your student's registration. Should there be extenuating circumstances (e.g. family emergency, illness, etc.), please email the Faculty Director to prevent cancellation of your registration. Each situation is reviewed by the school's administration and we'll do our best to make accommodations. Please, do not contact the instructor as they will refer you directly to the Faculty Director of Extracurricular Activities.

Please note: Some classes are conducted on the Trivium campus by trusted, outside vendors. In some cases, vendors may collect payment directly. Please refer to the vendor's specific steps for registration confirmation, payment and refund policies on their program flyer.

- **Why do some programs have different registration deadlines, processes, and payment procedures?**

Many of our extracurricular activities are led by Trivium faculty members, however in some cases we've identified trusted outside vendors to provide programming on the Trivium campus. Some of these vendors manage their own registration deadlines, registration process, and payments for their programs. Please refer to the vendor's specific steps for registration confirmation, payment and refund policies listed on their program flyer.

- **What should I do if I did not receive a confirmation email?**

It can take up to an hour for a registration confirmation to be generated. If it still hasn't arrived in your mailbox after an hour, take a look in your SPAM or junk folders. If the confirmation is still missing, please email [bmcdonald@archwaytrivium.org](mailto:bmcdonald@archwaytrivium.org) with your name, students name, grade and class for which you'd thought you had registered. We'll do our best to help you figure it out. If you are registering for a class with an outside vendor, please follow up directly with that vendor via the contact information provided on the program flyer.

- **What if I've missed the registration or payment deadline?**

Exceptions to the registration deadline may be made for extenuating circumstances such as family emergency, illness, newly matriculated students, etc. To enquire about late enrollment, please contact the Faculty Director of Extracurricular Activities. Each student/family situation is reviewed by the school's administration and we'll do our best to make accommodations. Please, do not contact the program instructor directly, as they will refer you to the Faculty Director. The Faculty Director's contact information is listed above or on the program flyer.

- **Our family is experiencing financial hardship and I'd like our student to participate in programming. What can I do?**

Scholarships are available on a case-by-case basis. Please contact Mrs. Susie Kissell, Director of Operations, at [skissell@archwaytrivium.org](mailto:skissell@archwaytrivium.org) for more information on scholarship availability.

- **What forms of payment are accepted?**

Acceptable forms of payment include check, money order or debit/credit card (Visa, MasterCard, Discover or American Express). The preferred method of payment is via our online payment portal.

In the event that you are unable to make an online payment via our payment portal, you will need to make arrangements with the Faculty Director/Registration coordinator to pay by check or money order. If the club has availability at the time of your request, we will work with you to complete the registration process.

For K-5 students, checks should be made payable to "Archway Classical Academy - Trivium West"

We are unable to carry balances or manage payment plans.

Please do not combine payments for Athletics with those for other Extracurricular Programming.

- **When will you deposit my check or charge my credit card?**

Online payments are typically processed upon receipt. Checks are typically deposited within ten school days of the close of the registration period.

- **I received an email that my child has been waitlisted. What are the next steps?**

If your student is on the wait list, this means the program has reached maximum capacity. Should your student clear the waitlist, notification will be emailed to the email address provided in the registration. Do not submit payment or your registration form until after your student has cleared the waitlist. Generally, students do not clear the waitlist after the first week of programming, nor are class fees prorated if they do clear the waitlist.

- **The program my student is interested requires an audition or essay. When do I submit payment?**

Should a program require an audition or essay, the payment requirement is waived until the class roster has been finalized. If the student is accepted into the program, they will be notified and payment terms outlined. Please do not submit payment or the registration form until after you receive a confirmation of acceptance into the program.

- **What if I need to cancel my registration or want a refund?**

For programs in which payment is collected by outside vendors, please contact the vendor directly to inquire about their cancellation and refund policies.

To cancel a registration prior to submitting payment, please forward your online registration confirmation and note "CANCELLATION" in the subject line to our Faculty Director.

To cancel a registration after payment has been submitted and before the program is underway for an upcoming session, quarter or semester, please forward your registration confirmation email to the Faculty Director including: student name, program name, date and reason for withdrawal, parent name, mailing address and phone number.

Regrettably, once a program is underway for the current session, quarter or semester in which your student is enrolled, we are unable to provide a refund. Should there be extenuating circumstances for withdrawal, please let us know and we will work with you on a case-by-case basis.

If payment was provided by check, money order or cash, the refund check will be mailed directly to you from the Great Hearts Lead Office and may take up to eight weeks to arrive. If payment was provided by credit card, the refund will be processed within two weeks and may take up to two billing cycles to show up on your statement. You will receive confirmation directly from the Trivium administrative staff, via email, as soon as the processing of your refund has begun.

Per Great Hearts policy, should a child fail any course in a quarter, he/she will be suspended from all extracurricular activities for the following quarter. If the student is eligible for a program refund, the parents must initiate the refund request.