



Important Tips and FAQs for Champions Parents

- **Our website IS currently compatible with smartphones and/or tablets.**
- Below are the ways to contact Champions Customer Care:
Live Chat (10:00am - 7:00pm Eastern time - Monday- Friday): Go to www.DiscoverChampions.com and click on the "Live Chat" link to chat with our Customer Care Team.
- **Phone Support** (9:00am-8:00pm Eastern time - Monday- Friday): [1-800-246-2154](tel:1-800-246-2154)
- **Email Support:** ChampionsHelp@KC-Education.com
- Payments are accepted **online only**, with debit cards, credit cards, or electronic checks. We do not accept online bill pay from banks.
- **Important tuition and scheduling reminders:**
 - **Tuition is charged based on the current schedule** you have for your student in your online account and is **NOT based on their attendance**.
 - Refunds on tuition will **not** be issued for scheduled days your student has not attended the Champions program.
 - **Scheduling vacation days:** Please use the "custom scheduling" feature found on the "Change Schedule" screen for any one time schedule changes to your child's regular schedule.
 - **Schedule must be changed online by Wednesday prior:** Each week your tuition is billed out on Thursday morning for the following week based on your online schedule. Make sure you have any schedule changes for the upcoming week or later completed by that Wednesday prior, at the latest.
- **Enrollment Contractual Agreement & Terms:** It is important (especially for new parents) that you print out and read the contractual terms on page 2 in the enrollment agreement form. By completing your child's enrollment in Champions you are agreeing that you have read and understand these terms. If you missed this during the enrollment process below are the steps to access and print this.
 - Login to your online account.
 - Click on your student's name under the "Enrolled Students" section on your My Account page.
 - Scroll down the next page and click on the "Enrollment Summary" link.
 - Click on the "Print Enrollment" button on the top right corner of the page.
 - In the pop-up window click open and then click on the print button within your page.

IMPORTANT ACCOUNT REMINDER: Champions families, please remember to pay your weekly tuition (ask Champions Customer Care about setting up a recurring weekly payment) and fees each week or pay ahead on your account to avoid \$10 late pay fees (your tuition is billed out each Thursday late fee charged if not paid by Wednesday). Additionally if your tuition is not paid for 2 weeks your student(s) will be automatically disenrolled from the system on Wed of the 2nd week and you will need to login, pay your balance and complete the re-enrollment for your child by that Friday to avoid any disruption in your Champions service.