

# BILLING SCHEDULE & REFUND POLICIES FOR CREDIT COURSES

## IMPORTANT INFORMATION

It's your responsibility to arrange payment by your bill due date. **Don't end up owing money:** not showing up for a class or not paying your bill is not withdrawal from the class or college. It is your responsibility to drop or withdraw by the deadline. If payment arrangements (including submitting all financial aid documentation) are not finalized by the bill due date, a hold may be placed on your account which would prevent you from registering for future classes or obtaining your transcript.

## WINTERSESSION 2024 BILLING SCHEDULE

If you register:	<b>Your bill will be due by:</b>
October 30 – November 27	December 5
November 28 – December 29	January 2

## WINTERSESSION 2024 REFUND POLICY

Prior to and including the first 2 business days of the class (including the first day of class)

- 100% of tuition/ESF/fees

During the 3rd business day from (and including) the first day of class

- 50% of tuition/ESF only

Any time after the 4<sup>th</sup> business day of the class (including the first day of class)

- No refund (outstanding balance due in full)

## SPRING 2024 BILLING SCHEDULE

<b>Full-term - If you register:</b>	<b>Your bill will be due by:</b>
October 30 – November 27	December 5
November 28 – January 9	January 16
January 10 – January 26	February 2
<b>Flex-Start course – if you register:</b>	<b>Your bill will be due by:</b>
January 27 – March 5	March 12
March 6 – April 10	April 17

## SPRING 2024 REFUND POLICY

### Full-term & Flex-Start courses:

Prior to and including first 5 business days of the semester

- 100% of tuition/ESF/fees

During the second 5 business days of the semester

- 50% of tuition/ESF only

After the 10<sup>th</sup> business day of the semester

- No refund (outstanding balance due in full)

## SCHEDULE CHANGES:

Students may make schedule changes prior to the start of classes and during the add/drop period. Help is available by contacting the Advising, Career and Transfer Center (ACT) at [advisingcenter@hcc.edu](mailto:advisingcenter@hcc.edu). Up-to-date schedule information is available at HCC Online Services: [www.hcc.edu](http://www.hcc.edu).

## WITHDRAWING FROM A COURSE OR THE COLLEGE:

A Course/College Withdrawal form or a Drop form must be completed to receive a refund according to the Refund Policy. Refunds are based on **the date the form is received**, regardless of registration date or attendance.

## WITHDRAWAL AND FINANCIAL AID

Withdrawals may influence your current and future financial aid eligibility. Please email Financial Aid at [financialaid@hcc.edu](mailto:financialaid@hcc.edu) for details or meet with a financial aid counselor.

## QUESTIONS

**Questions about your bill?** Contact Student Accounts via email at [studentaccounts@hcc.edu](mailto:studentaccounts@hcc.edu), by phone at 413.552.2101, or chat with us every Monday through Friday from 10:00-2:00 p.m.

## CHECK YOUR EMAIL!

All college communications will be sent to your HCC email address, including bill notifications and reminders. To view and pay your bill log in to **Online Services** by using the MyHCC drop-down menu at the top of every page on [www.hcc.edu](http://www.hcc.edu).