

# Tuition Refund Checklist

A quick reference for whoever on your team is processing a tuition refund, so every refund gets handled the same way, no matter who's at the keyboard.

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## Before you start

Full refunds are issued directly in DreamClass from the family's invoice. Partial refunds are processed through your school's connected Stripe account instead.

## The checklist

- ☐ Confirm the original payment method: DreamClass invoice or Stripe.
- ☐ Decide whether the refund is full or partial.
- ☐ Process it in the matching system: DreamClass for full refunds, Stripe for partial ones.
- ☐ Leave a note on the family's invoice or account confirming the refund was issued.

## Why step 4 matters

That note is what prevents the most common refund headache: two staff members processing the same request twice because neither could tell it had already been handled.

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Questions about a specific refund? Email [support@dreamclass.io](mailto:support@dreamclass.io) and our team will help you sort it out.