



Dear Parents,

As mentioned earlier in July in our previous email, we strive to provide you with a seamless and hassle-free experience when managing your classes and payments through Jackrabbit. You now should be aware that Jackrabbit has now switched credit card processing companies. To ensure a seamless transition, all families will need to re-enter their payment method on file through their Jackrabbit Parent Portal.

We can no longer accept American Express, Debit Cards, Prepaid Cards, or ACH/bank draft payments. We understand that changes like these can sometimes be inconvenient, but please know that it is in the best interest of providing you with the best service possible. This includes VISA or MASTERCARD DEBIT CARDS which we have received in the past two weeks. These VISA/MASTERCARD debit cards have additional service charges which we do not want to pass on to you, our customers, so we ask that you switch these debit cards over to a credit card so you do not incur more fees.

As a reminder, Jackrabbit requires all accounts to have a credit card on file. However, we are still offering you the ability to pay with cash, check, or Venmo (with a \$2.00 service charge) to avoid the new credit card processing fees, as long as your balance is paid before the 1st of each month.

We ask you to log into the Parent Portal at your earliest convenience to enter your payment details. This update is essential to avoid any disruptions to your class enrollment and to ensure a smooth registration process for upcoming sessions. You can log in to our Portal by clicking here: <https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=541562>

Then, you will go to:

Billing & Payments > Saved Payment Methods > Click on the green "+" icon

If you have any questions about your account or the new system, please contact Katherine Pallotta at katschwing@gmail.com.

As a reminder, Just Off Broadway fall class fees are charged on August 15 and due on September 1st and run through June 1st.

Performance Team fees are charged on July 15 and are due on August 1st and run through May 1st.

Sincerely,

Dawn Meyer, Kathy Meyer & Katherine Pallotta
Just Off Broadway