THE GEORGE WASHINGTON UNIVERSITY
STUDENT ACCOUNT PAYMENT
TERMS AND CONDITIONS

These Terms and Condition govern the payment of Student Account obligations, including tuition payments, and the method of calculating any applicable late fees or interest charges. These Terms and Conditions constitute part of your agreement to pay tuition and fees to the George Washington University ("GW" or “the University”), and they become fully operational upon your registration at GW. Thus, you should read these Terms and Conditions carefully and in their entirety. The words “you” and “your” refer to the student as well as any responsible parent(s) and other payor(s).

1. Payment Requirement:
The payment of tuition and all other applicable costs fees becomes your obligation upon registration at GW. GW does not extend consumer credit or allow bills to be paid in installments unless the student is enrolled in the monthly payment plan provided by a third party. There is no right to defer payment of any individual’s Student Account. For a full list or description of rules relating to your Student Account please refer to the University Bulletin.

2. Access:
Your Student Account and payment activity is available to you on the GW Student Account eBill Solution 24 hours per day, 7 days per week except during system maintenance windows.

3. Payment Terms:
Payment in full is ordinarily due no later than the first day of each semester as defined on the University Registrar’s Academic Calendar as the date of “Classes Begin”. Please refer to your most current statement for the applicable payment due date. If you are enrolled in the monthly payment plan provided by a third party, your most recent statement will reflect the current amount due and the due date. Payment after the applicable due date may result in your Student Account being placed in a HOLD status prohibiting future registration, housing assignments, access to transcripts, and other services.

4. Your Statement:
Statements are rendered on a monthly basis. Payment is due on or before the due date printed on the statement. The due date is usually 15 days after the closing date printed on the statement.

5. Late Payment Fee:
If the University receives your full payment on or before the due date, no late payment fees will be assessed. A late payment fee of $150 will be assessed if any balance remains unpaid as of the due date.

6. Interest Accrual:
In addition to late payment fees, interest will accrue on any Student Account balance that remains unpaid as of the due date stated on each statement. Such interest accrual will appear on the next statement, and it is calculated as the product of the Periodic Rate and the Adjusted Balance of the account.

The Periodic Rate is calculated by taking the number of days since the previous billing date, divided by 365, multiplied the annual percentage rate of 12%.

The Adjusted Balance is the balance owed at the end of the previous billing cycle less any payments and credits received during the present billing cycle.

7. Not Secured Credit:
Your Student Account is not secured or unsecured credit.

8. Your Current Contact Information:
You are responsible for ensuring your Student Account has your current and correct contact information. To change the billing address on your Student Account, please go to the Personal Information Menu located in GWEB Information System. Statements are distributed electronically to all students. Students who are not currently registered will also receive a statement by U.S. mail at their permanent address on file with the University unless another billing address is specified. Late payment fees will not be cancelled for improper addresses supplied by you or for your failure to properly and timely provide an updated or correct address. If GW mails you a letter, notice, or statement to the last address you provided, you agree that you will be bound by the information contained in that mailing.

9. Questions About Payments to Your Student Account. All questions about your Student Account statements or payments to or suspected errors in your Student Account should be made directly to the Student Accounts Office (“SAO”). There are four ways to contact the SAO:

   Via telephone, at: (202) 994-7350

   Via email at: SAO@gwu.edu

   In writing at:
   Student Accounts Office
   Finance Division
   45155 Research Place
   Ashburn, VA 20147

   In person at:
   Colonial Central
   Cloyd Heck Marvin Center
   Ground Floor
   800 21st Street NW
   Washington, DC 20052
When contacting the SAO, you must provide:
   (a) your name and GWID number;
   (b) a description of the error or payment you are unsure about, and explain
       as clearly as you can why you believe it is an error or why you need more
       information; and
   (c) the dollar amount of the suspected error or the payment you are
       inquiring about.

The SAO business hours are Monday through Thursday, 8:30 am to 5:00 pm EST, and Friday 9:00 am to 4:45 pm, except for University holidays.

If you contact the SAO via email or in writing, the University will acknowledge your inquiry within seven (7) days. Within ninety (90) days of your inquiry, the University will either correct the transaction or explain why it believes your Student Account is correct.

After GW receives your inquiry, it will not try to collect any disputed amount. However, the University will continue to issue monthly statements to you that will include the disputed amount, including interest charges. You do not have to pay any disputed amount while the University is investigating, but you are still obligated to pay the amounts due on your Student Account that are not being disputed.

If GW finds that it has made a mistake related to your Student Account, you will not be obligated to pay any interest charges related to any disputed amount. However, if GW determines that the Student Account is correct, you may have to pay interest charges, and you will have to make up any missed payments on the questioned amount. In either case, GW will send you a statement of the amount you owe and the date that it is due.

10. Change In Terms. If the University makes any changes to these Terms and Conditions, it will promptly post notification of such changes on the SAO web site.

11. No Waiver; Severability. If GW fails to enforce any of its rights under these Terms and Conditions, its internal policies or applicable laws, it shall not be deemed to have waived any such right. If any provision of these Terms and Conditions is found by a court to be invalid, then the remaining Terms and Conditions shall remain in full force and effect.

(Last Revised July 20, 2016)