



Convenience Fee FAQs

As of December 2023, Dragonfly Nature Programs charges a convenience fee of 2.95% for all credit card payments.

Why does Dragonfly Nature Programs charge a convenience fee for processing credit card payments?

Historically, our clients have always paid by check. But as business has grown and payment methods have become increasingly computerized, it made sense to have a credit card payment option. However, this added costs to our business budget. We opted to charge a convenience fee to defray these costs rather than divert limited resources from instructional activities. Since these fees represent a cost directly related to individual payment, we pass them to individual clients rather than treating it as a general cost to all. The convenience fee only applies to payments made by credit card.

How was the 2.95% convenience fee determined?

Credit card processing fees will typically cost a business 1.5% to 3.5% of each transaction's total. For a sale of \$100, that means we could pay \$1.50 to \$3.50 in credit card fees. For our small business, these fees are a significant expense.

Is the convenience fee refundable?

No.

What credit cards do you accept?

Our payment processing service, SquareUp, accepts American Express, Discover, MasterCard, and VISA credit cards.

What are the free payment options?

Please pay by check or cash to avoid the convenience fee of 2.95%. All checks are made payable to *Dragonfly Nature Programs 313 Holly Branch Drive Holly Springs, NC 27540*. You may also hand an employee of Dragonfly Nature Programs a check on the date of service.