

COMMUNITY MUSIC SCHOOL'S MISSED LESSON POLICY

Community Music School's policies have been developed to foster the serious study of music in our students and to allow our talented faculty to function both as performing artists and effective teachers. When a student enrolls in the Community Music School (CMS), he/she is registering for an entire semester (or the portion of the semester remaining from the date of enrollment). This means that the student has been assigned a specific time on a teacher's schedule for the entire semester and a studio has been reserved for the student's lesson.

Missed Lesson Policy

1. **If a student misses a lesson for ANY reason, the teacher is not required to make up the lesson.**
Note: Some teachers have specific policies for making up lessons. You may wish to check with your teacher about his/her policy at the beginning of the semester.
2. **If a teacher misses a lesson for any reason, he/she must make up the lesson at a mutually-agreed upon time.**
3. **If a student misses a make-up lesson at an agreed-upon time, the lesson is forfeited and will not be rescheduled.**
4. Some of our teachers are active performing artists, and sometimes must be away for extended periods of time for rehearsals and performances. If this occurs, the teacher must notify students in advance of the absences and the make-up schedule for lessons.
 - Occasionally, it is not possible for a teacher to make up all of the lessons that will be missed. In these cases, students are informed of this at the beginning of the semester, and are charged for fewer lessons (i.e., 12 instead of the usual 16, if a teacher must be away for a month).
 - If a teacher becomes ill or incapacitated during the semester, another teacher may be brought in to take over the teacher's studio. When the regular teacher returns, students may have the option of returning to their teacher or choosing to remain with the substitute.
5. **Refunds are NOT given for missed lessons, except in the following situations:**
 - For documented medical reasons. (Emergency, serious illness, etc.)
 - Extenuating circumstances. (Family emergency, moving out of town, etc)
 - Requests for refunds/withdrawals must be made in writing. Please discuss any such situations with the director.

If you MUST miss a lesson...

As a courtesy to your teacher, please call CMS at (336) 734-2950 to let us know in advance if you will not be at your lessons. However, notifying the teacher in advance of an absence does NOT require the teacher to make up the lesson.

You are responsible for paying for missed lessons. In extenuating circumstances, please contact the director to discuss the situation promptly so that appropriate arrangements can be made.

It is best for students who are sick not to come to lessons. It's hard to concentrate and do your best in a lesson if you're not feeling well, and of course you don't want to make your teacher or other students ill.

Payment Plans

See enclosed calendar for Payment Plans and Payment dates. **Payments are due whether or not an invoice is sent.**