

GENERAL POLICIES: COMMUNITY MUSIC SCHOOL OF UNCSA

Please read the policy information carefully, **particularly the sections on fees and missed lessons**. Be sure to keep this information for your records. Your signature on the registration form assumes acceptance of all Community Music School policies. Our policies have been developed to foster the serious study of music and to allow our talented faculty to function both as performing artists and effective teachers. Feel free to contact us if you have questions about the policies or need further information.

Registration and Administrative Fees

An annual private lesson registration fee is due at fall registration. If the student begins private lessons in the spring or summer session, the registration fee is due at that time. However, students who register and pay the fee in the summer do not have to pay it again in the fall. This fee is renewed each fall and is in addition to the student's tuition fee. There is a maximum of two (2) registration fees charged per family, per year.

For students enrolled in Musikgarten classes, the Musikgarten registration fee is due upon registration FOR EACH SEMESTER or SESSION.

An administrative fee is assessed to student accounts using either Payment Plan II or Payment Plan III (see below). The administrative fee is charged for each session (fall, spring, summer) in which a payment plan is used. There is a maximum of one (1) administrative fee charged per family, per term.

ALL STUDENTS must include the registration fee, administrative fee (if applicable) and the lesson fee deposit along with the registration form. Please follow the schedule provided with the Payment Plan you select for the remainder of the fee payments.

- Private Lesson Registration fee: \$30 per student annually (maximum of \$60 per family annually)
- Musikgarten Registration Fee: \$5 per child per semester
- Administrative fee: \$20 per family using Payment Plan II or III, per semester. (There is no administrative fee if tuition is paid in full at the beginning of the semester.)

Lesson Fees

The Community Music School accepts payment by check, money order, and cash. Receipts will be given for all payments made in person. Receipts are not issued for payments received by mail, unless specifically requested.

The Community Music School is entirely receipts-funded. This means that all of our expenses (teacher and office salaries, equipment, piano tunings and maintenance, computers, you name it!) are paid from the tuition we receive from students. **When you enroll in the Community Music School, you are committing for the entire session fee (fall, spring or summer), whether or not you attend the lessons.** This is necessary because a teacher, studio space and time are reserved for you for the entire session. *Students who do not honor their commitment to pay for lessons are penalizing their teachers, who depend on income from teaching for their livelihood.*

Invoices are not sent at the beginning of the semester. Payment should be made per the payment option you select on the registration form. Lessons cannot be given if the payment plan commitment is not honored. Invoices are sent if payment is not received. A late fee of \$15 will be added to accounts that are past due. Fees will be pro-rated for students who enroll after the semester has begun.

Payment is due whether or not an invoice has been sent.

The following payment options are available for fall and spring semesters. Please indicate your choice on the registration form:

Payment Plan I

Payment in full is due at or before the first lesson. **If the full tuition has not been paid by September 30 (for fall semester), or February 24 (for spring semester) the administrative fee will be charged.**

(Remember that new students must submit the registration fee and the fee for the first lesson with the registration form.)

Payment Plan II

1. One half of tuition due at or before first lesson. *Remember that ALL STUDENTS must submit the registration fee, administrative fee and the fee for the first lesson with the registration form.*

2. Remainder due no later than November 1 for fall semester, March 19 for spring semester.

Payment Plan III

1. One-third of tuition (including registration and administrative fees) due at or before first lesson.

(Remember that ALL STUDENTS must submit the registration fee, administrative fee and the fee for the first lesson with the registration form.)

2. Second payment due no later than October 25 for fall semester, March 12 for spring semester.

3. Remainder due no later than December 1 for fall semester, April 23 for spring semester.

Returned Check Fee

The returned check charge is \$25. *The returned check fee, along with the check amount, must be paid in cash within 10 days of student notification.*

Account Balances

Previous session account balances must be paid in full before registering for the next session. **DUE TO THE CURRENT ECONOMIC CLIMATE WE CAN NO LONGER HOLD BALANCES OVER TO THE NEXT TERM. YOU MAY NOT REGISTER FOR AN ADDITIONAL TERM IF YOU HAVE AN OUTSTANDING BALANCE.**

Missed Lessons

Refunds are not given for missed lessons. As a courtesy to your teacher, please call CMS at (336) 734-2950 if you need to cancel a lesson for any reason. (It is best for students who are sick not to come to lessons. This helps keep other students, our teachers and staff healthy!) However, notifying the teacher in advance of an absence does not require the teacher to make up the lesson. **The teacher may choose to make up the lesson when there are extenuating circumstances (i.e. illness), but is not required to do so.** It's a good idea to ask your teacher about his/her make-up policy at the first lesson. This will clear up any potential misunderstandings.

If a teacher misses a lesson or must cancel, the teacher is required to reschedule the lesson at a mutually convenient time. A makeup period is also scheduled for the teachers' use at the end of each semester (see calendar). **If a student misses a scheduled makeup lesson, that lesson is forfeited and will not be rescheduled, nor payment refunded.**

Withdrawal Before the First Lesson

Once your registration form and fees are received, you will be contacted about scheduling lessons. When you agree to a lesson time with a teacher, you are committed to that schedule for the semester. If you decide to withdraw prior to the first lesson, you must do so at least 48 hours in advance of the first lesson. If you do not cancel with at least 48 hours' notice, you will be required to pay for the first lesson. No refund will be given for registration or administrative fees.

Excessive Absence Without Withdrawal

If a student misses two consecutive lessons without contacting CMS, it will be assumed that he/she has dropped. The student will still be responsible for full payment of all fees for the session, but will not be allowed to continue lessons without first contacting the CMS office at least twenty-four hours before the next scheduled lesson time.

Refunds

Refunds can only be granted in case of documented medical emergency or unusual, extenuating circumstances. Requests for refunds/withdrawals must be made in writing. Please discuss any such situations with the director.

Holidays and Scheduled Breaks

CMS has over 300 students from babies to senior citizens. Our school-age students attend public, private, parochial and home schools in at least six counties. As a result, **our holiday breaks will probably not coincide with your particular school calendar.** Please keep the CMS calendar included in this packet as a handy reference on our schedule.

Weather-Related Closings

In cases of inclement weather or unsafe road conditions, lessons and classes may be canceled. **CMS DOES NOT FOLLOW THE PUBLIC SCHOOL SYSTEM.** Closings will be posted on our Facebook page and Twitter feed, and announced on WFDD Radio (88.5 FM), NewsChannel 12, Fox8 and WGHP-2 TV. *A message may or may not be recorded on our answering system so be sure to check our social media sites and watch for alerts on TV or WFDD.* **We will also make every effort to send an email to those students whose lesson time will be affected by a closure.** If you are not sure whether CMS is open or not, please call, as office staff CAN often make it to work even if no lessons or classes are held. Missed lessons due to CMS' closing will be made up.

If CMS is open, but you feel that you cannot safely get to your lesson, please call to let us know that you will not be coming. If CMS is open, missed lessons for inclement weather may be made up at the teacher's discretion, but cannot be made up if you do not call to inform your teacher in advance.

"Meet The Teacher" Interviews/Trial lessons

Are you wondering if your child is ready to begin lessons? A one-time trial lesson may help determine your child's interest and readiness. Lessons are 15 – 30 minutes in length, and a fee of \$30.00, payable at the time of the lesson, is charged. Lessons will be scheduled at the teacher's convenience after the semester or session has begun.

Miscellaneous

- Please help us care for our facilities and instruments by NOT bringing food or drink (except water) to CMS.
- **Absolutely no food or drink is allowed in studios.** Smoking is not allowed in the Stevens Center. Your cooperation is appreciated.
- Students should be dropped off/picked up within 30 minutes of the lesson time. For their own safety, students should wait inside the Stevens Center until someone arrives to pick them up.
- Please use the office phone for emergencies only.
- If you attend your child's private or group lessons, please turn your cell phone or beeper OFF or to "vibrate," and PLEASE refrain from texting.
- *Student* use of any mobile device is prohibited during lessons and classes. Student mobile devices should be turned OFF.
- Students and their siblings should be on their best behavior while at CMS. Students are expected to treat each other, parents, teachers and staff with respect. Parents, please do not allow children to run, yell, or play in the halls, restrooms or other parts of the building, or allow them to enter the office without parental supervision.
- If a student wishes to warm up prior to a lesson, ask the staff if a studio is available. We prefer that students not practice in the lobby.
- Please don't hesitate to ask questions or express any concerns you might have. The staff is here to serve you and we're always happy to help in any way possible.