

# Center For Musical Arts Policies & Procedures

Updated August 1, 2024

*Our commitment to you as a Center of Musical Arts student is to provide you with the best possible instruction in a safe, nurturing environment. In order to do this and to best serve all of our students, we ask that you read and agree to the policies below. Thank you for working with us to make CMA your home for music.*

## Registration

### **How to Register/Registration Process:**

1. All lesson slots are open on a first come, first served basis. After you fill out your enrollment form you will receive an email confirming day/time from the registrar,
2. A completed enrollment form and partial tuition payment is needed before you start lessons or classes. We appreciate payment in full upon registration if possible, but payment plans are available if needed. Students are welcome to enroll year round. Lesson schedules are set one week before the first lesson.
3. Your spot will be saved in the teacher's schedule, when signing up for lessons. If you do not want weekly lessons, you can sign up for the flex option, but you have to pick the dates one week ahead of the desired lesson and you can't change the dates.
4. Schedules may change from fall to spring semesters; it may not be possible to keep the same lesson time throughout the entire year (though we will try).

### **Flex Lessons**

Flex lessons are a way students can sign up for lessons without committing to come once a week, every week during a term. You are able to choose as many or few lessons as fits your schedule. There is a one week prior deadline to sign up for ANY type of lessons, Weekly or Flex lessons.

### **Returning Weekly Lesson students**

- Fill out the enrollment form from the registrar and return it asap.
- Students can register later than the priority deadline (listed below) but on a first come/first served basis.

### **Returning Flex Lesson students and New students:**

- Fill out the enrollment form from the registrar and return it asap. If you are a new student, the registrar will place you with a teacher. You have the first three lessons to change or cancel your registration if you feel the teacher is not a good fit.
- Flex students **must** provide desired dates to the registrar in order to be registered

- Flex students must contact the registrar at least one week in advance of the desired lesson and can't change the dates once chosen.

### **Absences:**

Sometimes missing a lesson is unavoidable. As a courtesy, please call, text or email your instructor in advance of any absence, especially if it's the same day. *Prior notification does not exempt students from payment.* Students are charged for all the lessons for which they register, including those missed through student absence. Consider requesting an online lesson in the event of a mild illness, inclement weather, or last minute conflicts. If the school is closed due to weather, your teacher may offer you a lesson online.

**Important:** If the teacher cancels a lesson, the student will be credited for that lesson. You may choose to use the credit to purchase another lesson at another time.

### **Explanation of fees/charges:**

The administration fee (\$30/student plus \$10/additional family member) charged each term supports administration, office supplies, piano tuning, recital/performance costs, building supplies, and general overhead. The 1% service charge is a fee charged to us by our software provider and covers online registration and app charges. \* Note: summer admin fees \$20/student plus \$5/ additional family member

### **Student Supervision in the Building**

We do everything within our power to make our building a safe and welcoming place, but you are responsible for your child's well being and behavior. If your child is mature enough to sit in the waiting room before or after their lesson, they are welcome to do so. We do not provide supervision of children outside the actual lesson time.

### **Withdrawals and Refunds**

- Account credits are good for one year.
- Registration fees are not refundable.

### **Lessons**

- Students may withdraw from individual lessons after the term is in session, with 30-day advance written notice by completing our [Lesson Withdrawal](#) form. The form must be submitted to the office so that we can make the appropriate schedule changes.
- The student/family is financially responsible for all lessons until the termination date, whether the student chooses to attend or be absent. Students who pay up front for the entire term and withdraw before the end of the term using the withdrawal form will receive a refund for the remaining lessons after the 30-day notice period.
- In rare circumstances, you may have to withdraw in the middle of the term due to moving out of the area, medical issues, financial hardship, or similar issues. We are willing to work with you in these cases. Please communicate with us about special circumstances or about tuition assistance for financial challenges.

- **Under no circumstances will withdrawals be accepted verbally or through a student's teacher. Non-attendance, verbal communication of intent to withdraw to faculty or staff, or notification by phone or email DO NOT constitute an official notification of termination. 30-day advance written notice is required by completing our [Lesson Withdrawal](#) form.**
- Each individual lesson student may use the first three lessons with a new teacher to make sure it is a good fit. Please contact the registrar at 303-665-0599 x100 or nancy@comusic.org if you would like to make any changes within your first three lessons.
- At any time, a teacher may indicate that a particular student is not a good match for them (based on ability level, behavioral issues, consistent tardiness, disinterest, etc.). We will work on resolution with you, either placing the student with another teacher or providing a refund.
- If your schedule changes because of other commitments (most commonly sports during spring term), we suggest enrolling in an "flex" lesson plan, meaning that you may be able to customize the number/frequency of lessons in order to accommodate music AND sports.

#### **Classes and Ensembles**

- Group classes may be canceled and fully refunded if there is not enough enrollment.
- **If you withdraw up to two weeks before starting a class or ensemble, you will receive a full refund (less registration fee).** Tuition is not refundable with less than two weeks' notice, as your space has been saved and may not be filled by someone else. In rare circumstances, students may be allowed to withdraw and have fees refunded due to documented serious illness or financial hardship.

#### **Need-Based Tuition Assistance**

The Heartstrings program exists to provide access to music instruction and instruments for children and families in need. Students DO need to apply for tuition assistance each term that you sign up for lessons. (<https://centerformusicalarts.org/about/financial-assistance/>)

#### **Weather or Emergency Closures**

If Boulder Valley School District is closed due to weather or any other emergency, the Center for Musical Arts will also **likely** be closed. We will post closure announcements on our website and our Facebook page. **When the building is closed, regularly scheduled lessons default to being held online. Contact your teacher to confirm arrangements for online lessons. Classes may be postponed or held online; your teacher will let you know.**

#### **Enrollment Deadlines for Lessons**

Current students are offered the opportunity to reserve their day, time, and/or teacher for upcoming terms before new students may enroll. Students must fill out the enrollment form each term (because schedules, faculty availability, and other factors sometimes change from term to term). If you want to enroll, return the enrollment form by the deadline listed below.

Term	Enrollment Dates for Returning Students
Fall 2024	July 8, 2024
Spring 2025	December 6, 2024
Summer 2025	April 5, 2025

**Media Release**

We sometimes use photos of students, performers, or audience members in promotional materials or with funders. If you DO NOT want your photo used for any of these purposes, please fill out this form (below) and return to the office.

I wish to opt out from any photos or recordings of me/my children at the Center for Musical Arts.

Name of student(s)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature

\_\_\_\_\_

Printed Name

\_\_\_\_\_

date