

Policies

Updated July 25, 2025



Tuition and Payment Plans

Tuition is paid through our secure online registration and payment system. If you need to make other arrangements, including payment with check or cash, please contact us at info@uvmusic.org or 603-448-1642.

Ensembles, Group Classes and Workshops: Tuition is due in full at the time of enrollment to secure your place.

Lessons for the Spring and Fall Semesters: Tuition is collected in automated monthly installments, or students may elect to pay the full tuition payment before the first lesson begins.

Summer Lessons are scheduled individually. Tuition is due at the time of enrollment to secure your time slot.

Tuition fees for Individual Lesson and Mini-Group Lesson Programs will be prorated for new students who enroll after the term has started. Tuition for group classes, ensembles, and the Suzuki Program cannot be prorated.

Registrations that are not paid partially or in full before the first lesson or class will be charged a late fee of \$45.

Failure to keep payment plan arrangements current (e.g. updating expiring credit cards, missing payment deadlines, etc.) may result in a \$45 processing fee and/or the canceling of the registration.

Households with multiple members enrolled in the Individual Lesson, Suzuki, and/or Mini-Group Lesson Programs receive a discount of 10% off their total lesson tuition. Students enrolled in the Individual Lesson, Suzuki Program, and/or Mini-Group Lesson Programs can receive discounted tuition in certain group classes and ensembles. Please check class listings for applicable programs.

Enrollment in the Individual Lesson, Suzuki, and/or Mini-Group Lesson Programs is on a semester basis and includes sixteen (16) weekly lesson times that are reserved by the teacher for the student. Lessons less than once per week are only available in limited circumstances, with instructor permission, and all dates must be agreed upon by the instructor and student and communicated to the office before registration.

Summer Camps

A full tuition payment is required to register and save a space in a summer camp. Summer camp tuition includes a non-refundable \$45 deposit. Families applying for tuition assistance for summer camp must submit their complete tuition assistance application along with the \$45 deposit to reserve a spot. Full payment of adjusted tuition is required within two weeks of the tuition assistance notification.

For programs offered in partnership with other organizations, the policies of the organization that provides registration services will apply.

Absence/Attendance Policies

UVMC instruction creates a relationship between teacher and students through in-person, online, and asynchronous activities. Teaching in-person is our default context to help build community. Online lessons and asynchronous feedback and teaching content help provide continuity in the absence of in-person instruction. In some studios, in extenuating circumstances, an online lesson may be available at a student's regular lesson time.

Lessons in the Individual Lesson, Suzuki Program, and/or Mini-Group Lesson Programs:

Lessons canceled by UVMC (e.g. for weather, faculty illness, etc.) will be made up during make-up weeks at the student's regular lesson time or at a mutually convenient time for both student and faculty.

Lessons canceled or missed by students for any reason are not eligible for make-up or refund, regardless of whether or not the student notifies the teacher or UVMC in advance. If a student is unable to attend their regular lesson time in-person, faculty may be able to offer an online lesson, recorded content, assignments, or response to video, at the faculty member's discretion. If a student is late for a lesson, teachers are not required to wait more than 15 minutes. UVMC will not refund lessons missed by students.

Group Classes:

For classes/rehearsals canceled by UVMC (due to weather or faculty absence), each class and ensemble will have a policy that may include online classes, make-ups, or asynchronous content. Please check on the cancellation policy for your class or ensemble and contact the office with any questions before registration.

Make-ups may be available for some classes, and some teachers may be able to provide assignments, notes, or

recordings. Student absences in group classes or ensembles will not be refunded.

Withdrawal/Refunds

Notice of withdrawal and all requests for refunds must be made via email to info@uvmusic.org. Verbal notice or requests from students and parents must be accompanied by a written request. Families using a payment plan are still obligated to pay any remaining tuition due at time of withdrawal. Refunds may be made on request in extenuating circumstances. Such requests must be made in writing to info@uvmusic.org.

Refunds can be made on the following basis:

Refunds for Individual Lessons – Fall & Spring Terms

One week before the first lesson: 100% of tuition payment. Before the sixth lesson: 50% of tuition payment. After the sixth lesson: no refund.

UVMC will not refund lessons missed by students or the annual registration fee.

Refunds for Individual Lessons – Summer Term

Before the first day of summer term: 100% of tuition payment. Tuition is not refundable after the start of the summer term.

Refunds for Group Lessons and Ensembles

Before the first scheduled class: 100% of tuition payment. After the first scheduled class: no refund. Students can attend the first class of the semester as a trial at no cost with prior approval from the office and if space allows.

Refunds for Summer Camps

Notice of withdrawal and all requests for refunds must be made via email at info@uvmusic.org. Verbal notice or requests from students and parents must be accompanied by a written request. Refunds can be made on the following basis: More than 6 weeks before start date: 100% of tuition payment. Between 3-6 weeks before start date: 50% of tuition payment. Less than 3 weeks before program start date: no refund.

Workshops and Masterclasses

No refunds.

Minimum Registration for Classes and Ensembles

Group classes and ensembles operate based on meeting minimum registration numbers. Group classes and ensembles typically meet for the first scheduled class regardless of pre-registration. Registration must meet minimum requirements by the second class in order for a class to run. If a class is canceled due to low enrollment, notification will be made to enrolled members before the second class, and a full refund will be given. If a workshop or masterclass group class, ensemble, camp, or workshop is canceled due to low enrollment, a full tuition refund will be given.

Tuition Assistance

Upper Valley Music Center believes that everyone, no matter what their financial situation, should have access to quality music education. Tuition assistance is offered to a student on the basis of need, availability of funds, and commitment to music study. In order to apply, please complete the tuition assistance application available at www.uvmusic.org/ta.

Tuition Assistance applications must be completed during the registration process in order to be considered. A new application should be submitted every semester. Applications are reviewed monthly. When you are notified of an award, the remaining balance must be paid in full or by electing a payment plan within two weeks of notification.

If you are applying for tuition assistance for Individual Lessons, the Suzuki Program, or Mini-Group Lessons, as part of your application you must submit a copy of your most recently completed federal tax Form 1040 (first two pages) or other verification of income. All information is held in strict confidence.

Emergency Closings

For weather cancellation days, the UVMC typically follows the [Lebanon School District](#) snow day cancellation schedule, regardless of which district your child is in. If there are other reasons the district closes, such as facility issues, UVMC programs will continue as normal. If the Lebanon School District delays opening or closes early, UVMC may choose to stay open depending on conditions and programming needs. On a 2-hour delay schedule,

UVMC will cancel programs beginning before 9:30 am.

Closing information will be posted on UVMC's website, outgoing phone answering service, and emailed to enrolled students. To ensure you receive closing notices, please add info@uvmusic.org to your address book and remain subscribed to our email newsletter. Lessons canceled by UVMC due to weather will be made up if schedules allow, or may be offered online.

Communications

All students (or their parents) who register for a UVMC program will be added to UVMC's mailing list to ensure that they receive critical office updates and weather closing notices. Please add info@uvmusic.org to your contact list to ensure that you receive these updates. Please note that if you unsubscribe from our mailing list, we cannot guarantee you will receive emergency closing information.

Trial Lessons

Individual Lessons: Students may take a trial lesson in order for the student and faculty member to determine a mutually good fit for further instruction. A trial lesson is a one-time, paid lesson with no further commitment. A registration fee is not charged for a trial lesson.

Suzuki program: The Suzuki program encourages prospective students to observe lessons and group classes, but does not offer trial lessons. Observations may be arranged by contacting the Suzuki Program Coordinator at suzuki@uvmusic.org.

Group classes: Students may attend the first class free of charge with advanced approval from the office, if space allows.

Lesson Etiquette

In order to start on time, please arrive at your lesson location at least 5 minutes prior to your lesson time. Be sure students have clean hands and faces, and have time to use the restroom, if needed. If the student has siblings, please check with your teacher before bringing them along. In many lessons, they are welcome to come and observe, providing they are not a disturbance to the learning environment.

During lessons, classes, and special events (concerts and recitals), we ask that students and families turn off all electronic devices and observe courteous and respectful behavior which includes staying seated and attending for the duration of recitals, and refraining from talking and phone use during instruction.

Parents and caregivers are responsible for picking up their child promptly at the end of the lesson. If a teacher or staff member is required to wait with your child, you will be billed at the regular lesson rate for any extra time.

Changing Instructors

If a student would like to change instructors (including to non-UVMC teachers), please discuss it with both teachers. If you have specific concerns you are unable to discuss with your current teacher, please contact the office at info@uvmusic.org.

Permission for Use of Photographs and Video

Photographs and videos of registered students taken during UVMC classes and events are considered eligible for publication and public use, unless the student's family submits a written request to the contrary at the time of registration. Please complete the form found at <https://forms.gle/GgWee5sjoio23jWGA> to opt out of photo/video use. All such student requests will be honored.

Parking

Parking is available in UVMC's unpaved parking lot behind the building and in public street parking.

Please do not park at any time (including evenings and weekends) in the paved Carriage House parking lot behind the UVMC building, which belongs to our neighbors. There is a good chance that you will be towed!

During our busiest hours, 2-7 pm, please use Lebanon street parking. This will ensure the UVMC lot is available for students with limited mobility and faculty who must park for long hours. Please follow all posted parking time limits and restrictions in street parking spaces.

You can find detailed information about parking in downtown Lebanon, including a map online at <https://lebanonnh.gov/faq.aspx?qid=654>.

Health and Safety Policies

Please see attached info sheet for health guidelines at UVMC, and visit our website for the full health policy.

Summer Registration Policies

This policy refers to summer camps hosted at UVMC facilities. For partnership programs that use another organization's registration system, we defer to their posted registration policies.

Summer Camps

A full tuition payment is required to register and save a space in a summer camp. Summer camp tuition includes a non-refundable \$45 deposit. Families applying for tuition assistance for summer camp must submit their complete tuition assistance application along with the \$45 deposit to reserve a spot. Full payment of adjusted tuition is required within two weeks of the tuition assistance notification.

Withdrawal/Refunds

Notice of withdrawal and all requests for refunds must be made in writing to info@uvmusic.org. Verbal notice or requests from students and parents must be accompanied by a written request. Refunds can be made on the following basis:

More than 6 weeks before program start, 100% of tuition payment (less \$45 deposit)

Between 3-6 weeks before program start, 50% of tuition payment (less \$45 deposit)

Less than 3 weeks before program start, no refund

Summer Lessons

All payment for summer lessons and programs are due in full when you schedule your lesson(s). When you schedule your lessons, your teacher reserves that time in their schedule for you. There are no refunds after the last day of Spring Semester for scheduled summer lessons.