

HeartBeats Music & Dance

Music School Policies & Procedures *(as of September 1, 2009)*

Annual Registration Fee:

A non-refundable fee of \$25 per family is required at time of registration. Annual registration fees are billed on September 1st of each school year.

Payment of Fees:

For your convenience tuition will be converted into ten (10) equal payments from September thru June and charged to your credit card or checking account on the first day of each month. No lesson times will be confirmed without receipt of either a credit card number or a voided check. Tuition may be paid monthly with cash or check, as long as we have a valid credit card on file and payments are made in advance by the first lesson of each month. There is an additional processing fee of \$10 per month for monthly payments. All NSF transactions will be charged a \$25 NSF fee.

Music lessons are most productive if taken year-round. Tuition for Summer Session (July and August) is pro-rated each month based on advance notice of student vacations. Payments are due July 1 and August 1. Students planning an extended absence from lessons during Summer Session may reserve their time slot for the next school year by pre-registering for September (see below). Lesson times cannot be guaranteed without payment. We reserve the right to adjust lesson times during the Summer Session, as necessary, to accommodate vacation schedules.

September Pre-Registration begins on or about June 1. Students are encouraged to pre-register in order to guarantee their desired lesson time for the next school year. Students registered for summer music lessons may reserve their September lesson time with payment of the \$25 registration fee. Students not registered for summer music lessons may reserve their September lesson time with payment of September tuition in addition to the \$25 registration fee. September tuition is non-refundable.

Withdrawal and Refunds:

Following a trial month, thirty (30) days written notice is required to discontinue any class. Withdrawal must be done in person using a "withdrawal form" provided by the front office, or via e-mail and **will not be accepted over the phone**. Withdrawal must be done with the **front office** and **not with the teacher**. Automatic payments after the thirty (30) day period will be suspended. We reserve the right to terminate lessons to any students without notice for non-payment. Refunds, outside of the non-refundable fees, require Director approval.

Missed Lessons:

In order to keep tuition costs down, and due to the fullness of our faculty schedules, HeartBeats can not offer credits, refunds, or make-ups for missed private lessons, unless such a miss is due to a weather closing, teacher absence, or school music performance. Students planning an extended absence from lessons during the school year may either hold their time slot with continued tuition payments or may withdraw from the school, with the normal thirty (30) day notice, and re-enroll upon their return on a space and time available basis.

If a teacher must cancel a lesson, every effort will be made to provide another instructor from among our music faculty. When another instructor cannot be arranged, a credit will be applied to the student's account. The music faculty reserves the right to offer make-up lessons in the form of a master class or workshop. Credits that have not been applied to make-up lessons will automatically be applied towards the next monthly payment.

Inclement Weather Policy:

As a primarily afternoon and evening studio, HeartBeats does **NOT** follow the weather closing schedule of the local school system. In cases of inclement weather, an outgoing message will be recorded on our answering service and website to notify you if the studio will close. Notices will be available by 8AM for morning classes and by 12PM for afternoon and evening classes. In many cases, weather and road conditions improve as the day progresses. However, should lessons be cancelled, a credit will be applied to your account. When in doubt please call the studio before coming.

Care of Students:

The school is not responsible for providing before or after class care for students. Parents with students under the age of 5 are asked to remain in the school during class. Students are not to be left at the school for excessive time before or after lessons. Parents, legal guardians, and adult students waive the right to any legal action for any injury sustained on school property resulting from normal lesson activity or any other activity conducted by the students before, during or after lesson time.

Parent's Responsibility to be Aware of Dates and Events:

It is the responsibility of the parent or adult student to be aware of school activities such as recitals and dates the school is open and closed. The school will post notices on the music bulletin board as well as provide an annual studio calendar upon registration for each school year. HeartBeats Music & Dance does **NOT** follow the same holiday schedule as the local school system. It is the parent's responsibility to regularly check the bulletin board, website, and all incoming emails to ensure they are informed of school events. It is also the responsibility of the parent or adult student to inform the school of any address, e-mail or telephone number change. HeartBeats is a technology-based studio and our primary method of communication is via email for notices and receipts. It is the responsibility of each family to ensure that they are receiving and reading studio emails.

Photo and Video Release:

The school is hereby granted permission to take photographs and videos of students to use in brochures, web sites, posters, advertisements and other promotional materials the school creates. Permission is also hereby granted for the school to copyright such photographs in its name.

I have read and understand the above policies and procedures and agree to abide by them.

Today's Date

Please Print Student Name Here

Signature of Parent or Adult Student