

STUDENT SCHOOL YEAR POLICES

Open Enrollment

The Conservatory has open enrollment during the school year, September - June.

Registration

The Conservatory can have up to 39 weeks of scheduled lessons including two weeks in June reserved for student make-ups. The Conservatory will not remove future dates from a student's schedule due to travel plans, sports, volunteer activities, school activities or other such conflicts. Every effort is made to ensure that students receive all lessons.

Annual Registration Fee

Each student will be assessed an annual registration fee of \$25.00 for the 1st and 2nd student enrollments per family. The 3rd or more student enrollments have no fee. Registration fees are nonrefundable.

Payment Policy and Schedule

Payment is due in full at the time of registration unless a monthly payment plan has been arranged. The monthly payment plan is based on the total amount of tuition and fees for the year and divided into equal payments. Payment plans are not available after March.

Preferable payment method is by credit card – Mastercard, Visa, Discover and AMEX. Families opting to pay by check are required to pay on time. The Conservatory reserves the right to revoke any check payment arrangements and require the family to move to automatic credit card payments.

Late monthly payments are subject to a \$25.00 late fee for each registration. Families who do not make their monthly payments or who have not paid in full by the due date may not start their lessons and may forfeit their teacher and time slot. Returned checks are subject to a \$25.00 processing fee for each registration.

Advance Registration

Advance Registration is encouraged and open to all current students in the month of June. A link to the google form will be e-mailed and posted on the website. Forms must be completed by the due date to reserve the student lesson time for the following school year. Students who choose not to participate in Advanced Registration will forfeit their current teacher, day and time and the space will be open to new students.

Advance Registration also allows current students to request a change in teacher, time, day and instrument. The Conservatory makes every effort to honor change requests but there is no guarantee. The office will contact families between mid-June and late July to discuss availability. The student's current lesson, day, time and teacher will be held until the new change is agreed to.

Private Lesson Tuition Discounts

Only one (1) qualifying discount per student:

- 5% for 2nd, 3rd + family member living in the same household
- 5% for 2nd, 3rd + instruments per student in the same year
- 10% for military family
- 10% for seniors 60+

Financial Assistance

Tuition assistance is available to families who qualify. Only one (1) Tuition Assistance per student per term. Applicants must complete our form in full and submit the required documentation each year. Recipients must have excellent attendance, keep all payments current and perform in at least the June recitals if applicable.

Pike13 Account

Families are required to set up their Pike13 account which provides real time information in regard to schedules, payments, changes, cancelations and information from teachers. The Pike13 system is the primary platform for communication. The Conservatory is not responsible for families who do not set up accounts and therefore do not receive important information.

Student Missed Lessons and Make-up Policy

Regular attendance at lessons is expected. Whenever possible, the student must notify The Conservatory at 215-340-7979 in advance of any absences. Make-up lessons for student absences will automatically be scheduled during the last two weeks of June during the student's regular day and time.

Make-ups are granted based on enrollment:

- Private lesson students enrolled September 1st – January 31st are eligible for 2 make-up lessons for the year. The two student missed lessons are automatically scheduled in the final two weeks of June at the student's same day and time. Any requests to have these lessons moved to an early time in the school year is at the discretion of the teacher. Some teachers may not be able to move

lesson times. In the event the scheduled makeup time cannot be attended, the student will forfeit the lesson in which a refund/credits would not be issued.

- Private lesson students who enroll February 1st - April 30th are eligible for only 1 make-up lesson for the remaining school year. This makeup lesson is scheduled in first makeup week in June at the student's same day and time. Any requests to have this lesson moved to an early time in the school year is at the discretion of the teacher. Some teachers may not be able to move lesson times. In the event the scheduled makeup time cannot be attended, the student will forfeit the lesson in which a refund/credits would not be issued.
- Private lesson students who enroll after May 1st are not eligible for any makeup lessons.

Since the teacher has already reserved a weekly teaching time for each student, teachers are not required to make-up missed lessons that go beyond the stated policy above for any reason, including illness, school concerts, birthday parties, vacation, schedule conflict, etc. Students are not entitled to more than the above stated make-up policy. Please do not ask your teacher or the office to make exceptions to this policy. A student absence does not exempt the student from any monthly payment.

Teacher Missed Lessons or Weather Related Cancellations

Teachers are required to arrange make-up lessons for the lessons that they cancel or for Conservatory weather related school closings.

Scheduling Teacher Missed Lessons or Weather Related Missed Lessons

The Conservatory school year calendar includes a variety of opportunities for make-up days.

Scheduling make-up lessons for teacher absences and weather related closings will be arranged by the teacher.

Lessons may be scheduled on an alternative day and time. Families are required and responsible for responding to teachers who are attempting to make arrangements for teacher and weather related absences. Families who do not respond to a teachers' offered make-up lesson time after a reasonable amount of offers will forfeit the lesson. In addition, a credit/refund is not available for make-up lessons that are agreed-upon and then missed by the student.

Exceptions to these policies will be made only in rare cases and will be reviewed on a case-by-case basis by the Executive Director.

Make-up lessons that are scheduled in an open lesson time are subject to cancellation and will need to be rescheduled by the faculty member should a new student enroll.

The use of partial make-up lessons is at the discretion of the faculty member. It is highly recommended that partial lessons are used only in extreme circumstances when a mutual make-up time cannot be agreed upon. Both parents and faculty equally acknowledge that partial lessons are scheduled "at your own risk". This means that there is a risk that some scheduled partial lessons might not be completed for various reasons in which the parent would not receive a credit/refund for the missed partial lesson, would not receive a credit/refund for the entire missed lesson that the partial lessons were covering and that the partial lesson would not be rescheduled. Each party acknowledges that not every possible circumstances can be predicted and planned for. The Executive Director makes all final decisions in regard to how partial make-up disputes will be handled.

Make-up lessons that are canceled by the families will not be rescheduled.

Private Lesson Withdrawal

Notice of withdrawing from lessons at The Conservatory must be made to the front desk. Non-attendance or verbal withdrawal to a faculty member is not an official withdrawal notice.

A (5) Lesson Withdrawal Fee will be processed at the time of notice even if the family is on a monthly payment plan. Refunds or credits will be processed after the fee is accounted for. School credits are valid for 12 months from date issued.

If a withdraw occurs before the teacher has a chance to give a make-up lesson, then the lesson is forfeited and no credit or refund will be given.

Substitute Teachers

The Conservatory reserves the right to place a substitute teacher in any program/lesson to ensure that all lessons/classes are fulfilled.

Discontinuance Policy

The Conservatory reserves the right to discontinue any student whose behavior is unsatisfactory; this includes frequent absences, tardiness, behavioral problems or failure to abide by Conservatory policies. Students may also be discontinued if payment is past due. In such cases, families will be responsible for all lessons scheduled prior to the date the lessons are discontinued by The Conservatory.

Refund and In-House-Credit Policy

Private Lessons

Refunds and credits are issued at the discretion of the Executive Director. If a refund is issued, the refund must be issued to the same credit card to which the purchase was made. If the card is not the same then an in-house-credit will be issued. In-house-credits are nonrefundable and must be used within a year from the date that they were issued.

Group Classes & Workshops

There are no make-ups for group classes or workshops when it is a student absence. The Conservatory reserves the right to cancel classes/workshops with insufficient enrollment. In the event that the Conservatory cancels the class/workshop, a full refund will be issued.

The Conservatory's Executive Director will determine your eligibility for a refund or school credit as follows:

- At least 2 weeks' notice prior to the start of class/workshop: full tuition refund minus the registration fee.
- 1 week notice prior to the start of class/workshop: 50% refund minus the registration fee
- Once a program has begun there are no refunds

Exceptions to these policies will be made only in rare cases and will be reviewed on a case-by-case basis by the Executive Director.

Student Sickness

Students should not attend lessons if they are ill or contagious. Teachers have the right to send students home if they determine that the student is ill. A make-up will not be offered to the student.

Student Lateness

Teachers are not obligated to wait more than 15 minutes after the start of a lesson for tardy students. Lost time due to tardiness will not be made up. Teachers are required to end the lesson at its designated time. Students arriving after 15 minutes, forfeit that lesson or use one of their available excused lessons.

Change Requests

For private lesson students who request to change instructors after the school year begins there is a 2 lesson notice. The Conservatory is happy to honor change requests anytime during the year for a teacher, day, time, and instrument based on availability. If The Conservatory cannot accommodate the requested change, the student may choose to continue the original course of study or withdraw according to the guidelines in the withdraw policy.

Approved Facilities

All instructors working at the Conservatory will conduct lessons, classes and workshops at the Conservatory and at Conservatory approved facilities only; **NO EXCEPTIONS**. We ask that students and parents do not ask faculty to make special arrangements for lessons off-site in either the student's or faculty member's home.

Waiting Room Areas

The waiting areas are provided for your enjoyment, but quiet needs to be maintained in these areas so as not to disturb ongoing lessons. We also kindly ask that:

- Devices with sound be kept turned off or used with headphones
- Phone calls should be taken outside
- We kindly request that no food be consumed in the 2nd floor waiting area or in the book corner.
- Our school is also a Peanut Free facility.

Child Safety

To ensure your child's safety, please pick him/her up promptly after class/lesson time. The Conservatory faculty and staff do not supervise children waiting in The Conservatory's hallways or lobby before and /or after classes/lessons. Children are under supervision during their instruction time only. Neither instructors nor administrators are responsible for supervising children outside of teaching time. We also highly encourage waiting students to wait inside the building.

Photo and Recording Policy

The Conservatory reserves the right, and may give permission to appropriate staff or outside media, to photograph and record (video or audio) classes, programs, and participants at all our facilities, events and properties. Please be aware that these photos or recordings are for promotional purposes and may be used in future print or electronic publications and media communications. By participating in The Conservatory's programs, you consent to the video or audio recording or taking of photographs for these purposes.

Weather Concerns

Parents and students can see if the Conservatory is closed by checking our website and Facebook pages. An email will also be sent and our main phone greeting will also be updated. Please be aware that if The Conservatory loses power the phone system will not be operational.

The Conservatory reserves the right to change these policies at any time. Notice is not required for a new policy to take effect; however, The Conservatory will make every effort to notify the school's community of all changes.

(July 2019)

STUDENT SUMMER POLICES

Open Enrollment

The Conservatory has open enrollment for the summer. Students starting lessons later than the start of summer will be pro-rated.

Scheduling lessons are based on first-come-first-served basis. Lesson times from the school year are not carried over into the summer.

Summer Session

The summer session is 6 weeks in the months of July & August.

Annual Registration Fee

New students who begin in the summer will have a \$10.00 registration fee. Registration fees are nonrefundable.

Payment Policy and Schedule

There is no payment plan for the summer term. Summer payments are paid in full at the time of registration.

Private Lesson Tuition Discounts

Only one (1) qualifying discount per student:

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Financial Assistance

Tuition assistance is available to families who qualify. Only one (1) Tuition Assistance per student per term. Applicants must complete our form in full and submit the required documentation each year. Recipients must maintain reasonable progress, have excellent attendance and keep all payments current.

Student Missed Lessons and Make-up Policy

Regular attendance at lessons is expected. Whenever possible, the student must notify The Conservatory at 215-340-7979 in advance of any absences.

Private lesson students who enroll for the summer term are eligible for 1 make-up lesson if the student is enrolled for 5 - 6 weeks. All make-ups will be automatically scheduled at the student's same day and time during the make-up week. No make-up is offered for students who are enrolled less than 5 weeks.

Student Lateness

Teachers are not obligated to wait more than 15 minutes after the start of a lesson for tardy students. Lost time due to tardiness will not be made up. Teachers are required to end the lesson at its designated time. Students arriving after 15 minutes, forfeit that lesson or use one of their available excused lessons.

Private Lesson Withdrawal

There are no refunds for private lessons once the summer session begins.

The Conservatory's Executive Director will determine your eligibility for a refund or school credit as follows:

- At least 2 weeks' notice prior to the start of lessons: full tuition refund minus the registration fee.
- 1 week notice prior to the start of lessons: 50% refund minus the registration fee

Exceptions to these policies will be made only in rare cases and will be reviewed on a case-by-case basis by the Executive Director. Credits issued must be used within 12 months from the issue date.

Substitute Teachers

The Conservatory reserves the right to place a substitute teacher in any program to ensure that all lessons/classes are fulfilled.

Discontinuance Policy

The Conservatory reserves the right to discontinue any student whose behavior is unsatisfactory; this includes frequent absences, tardiness, behavioral problems or failure to abide by Conservatory policies.

Class/Camp/Workshop Make-up and Refund Policy

There are no make-ups for group classes/camps/workshops when it is a student absence. The Conservatory reserves the right to cancel classes/camps/workshops with insufficient enrollment. In the event that the Conservatory cancels the class/camp/workshops, a full refund will be issued.

The Conservatory's Executive Director will determine your eligibility for a refund or school credit as follows:

- At least 2 weeks' notice prior to the start of class/camp/workshops: full tuition refund minus the registration fee.
- 1 week notice prior to the start of class/camp/workshops: 50% refund minus the registration fee
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Exceptions to these policies will be made only in rare cases and will be reviewed on a case-by-case basis by the Executive Director. Credits issued must be used within 12 months from the issue date.

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All instructors working at the Conservatory will conduct lessons, classes, camps and workshops at the Conservatory and at Conservatory approved facilities only; **NO EXCEPTIONS**. We ask that students and parents do not ask faculty to make special arrangements for lessons off-site in either the student's or faculty member's home. Faculty members will be dismissed for this violation.

Waiting Room Areas

The waiting areas are provided for your enjoyment, but quiet needs to be maintained in these areas so as not to disturb ongoing lessons. We also kindly ask that:

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