



# **POLICIES & PROCEDURES**

## 2016-2017

### **Student Placement:**

It is advisable that students discuss their lesson interests with the Registrar prior to enrollment. We make every effort to ensure an excellent placement between students and our professional faculty. Placements and lesson times are determined by a combination of factors including:

- The student's interest in a particular instrument or genre
- The student's age, personality and learning style
- A faculty member's availability and the student's ability to attend lessons during a particular day and time

Individual instruction lessons are 18 weeks each semester, a total of 36 lessons in a full school year. Group classes and ensembles are 17 weeks each semester, a total of 34 classes in a full school year.

**Pro-rated lessons:** Students are able to enroll in private lessons on any day at any time that is available for the faculty member after the school year begins. The lessons will be prorated to accommodate the start date and what available lessons are remaining in the school year.

**Pro-rated Classes:** Speak with the Registrar about pro-rating class tuition. Many classes have cut off dates for student enrollment and most do not allow new students after a certain amount of time has passed during that semester.

### **How to Register:**

1. **Fill out and sign the Registration Form.** Please note that if emailing your registration form, typing your name at the bottom and sending the registration form from your email address qualifies the typed signature as a digital signature and obligates the student and/or parent/guardian to abide by CMSS policies and procedures.
2. **Speak with our Registrar, Christiana Racicot, to determine placement of the student.**  
Contact information: Phone: 413-732-8428 Fax: 413-788-7270  
Website: [www.communitymusicschool.com](http://www.communitymusicschool.com) Email: [info@communitymusicschool.com](mailto:info@communitymusicschool.com)
3. **Arrange payment plan with Registrar.** See below for tuition information.

## Tuition Information:

### Annual Yearly Registration Fee:

New Students/Families: \$50 individual, additional \$10 for each additional family member\*

Returning Students/Families: \$40 individual, \$10 for each additional family member\*

\*registration fees apply to family members who live at the same address\*

### Private lessons prices:

<b>Length/cost per Lesson</b>	<b>Monthly Billing</b>	<b>Tuition per Semester</b>	<b>Full Year Tuition</b>
30 minutes/\$35	Deposit \$140/Monthly bills between \$120-\$135	\$630 or pay in full 5% discount-\$598.50	\$1260 or pay in full 5% discount-\$1,197.00
45 minutes/\$45	Deposit \$180/Monthly bills between \$150-\$168	\$810 or pay in full 5% discount-\$769.50	\$1620 or pay in full 5% discount-\$1,539.00
60 minutes/\$60	Deposit \$240/Monthly bills between \$210-\$225	\$1080 or pay in full 5% discount-\$1,026.00	\$2160 or pay in full 5% discount-\$2,052.00

### Group Classes:

Visit the CMSS website, [www.communitymusicschool.com](http://www.communitymusicschool.com), for our class prices and information.

## Payment Options:

Students have the choice of the following three payment options for both private lessons and group classes

- 1. Paid in Full:** you may either pay for one full year OR twice a year (the first semester payment due at the time of registration and the second payment due January 16, 2016). Students who choose this option will receive a 5% discount on entire year's tuition (not applicable towards group classes).
- 2. Auto Pay:** If choosing this option, we will ask you to fill out an authorization form giving us authority to charge your credit card each month. You will continue to receive a monthly bill via email for your records.
- 3. Monthly Billing:** If this option is chosen, students must pay the registration fee and a lesson or class deposit at the time of registration. The remaining tuition will be divided into equal monthly payments which will be due once a month on the **16th** of each month from **September through May**. The bills will be sent to the student on the first of every month (i.e. Bills sent 9/1 will be due on 9/16 or bills sent 5/1 will be due on 5/16).

## PLEASE NOTE:

In the effort of "going green" CMSS will continue to email your monthly bills. If you do not have the ability to receive emails, we will be able to make other accommodations at the time of registration.

**The school policy requires payments to be made by the 16th of the month regardless of whether or not a bill is received.** CMSS accepts payments in the form of checks, money orders, Visa, Discover or MasterCard. **Please note that no cash payments or AMEX will be accepted.**

## **ADDITIONAL POLICIES YOU SHOULD KNOW:**

### **STUDENT ABSENCES**

Call CMSS at 413-732-8428 or your instructor directly to provide advance notification of a student absence. Advance notification of an absence is a courtesy to your instructor, but it does not exempt the student from payment as contracted. Teachers are not required to give make-ups for student absences. In cases of serious illness or injury, please contact the Registrar. Refunds will not be issued for student absences.

### **TARDINESS**

If a student arrives more than 10 minutes late to their lesson, he/she may not receive a lesson. This is up to the discretion of the teacher. If you are running late and have access to a cellular phone, please notify the front desk at 413-732-8428. Faculty tardiness will be made up at a mutually convenient time.

### **FACULTY ABSENCES AND WEATHER CANCELLATIONS**

A teacher's absence or a school cancellation due to inclement weather requires that the class/lesson be made up at a mutually convenient time during the school year, on make up days, or at the end of the year into the summer.

### **MAKE UP DAYS/ MAKE UP LESSONS**

Make up days are days, scheduled into the CMSS school calendar, which are used to make up lessons that have been missed during regularly scheduled lesson days. You will see these days listed on the school calendar as "Make up Lessons, Pre-arranged only". Make up days are scattered throughout the school year. On make up days the school is open but the students do not have regularly scheduled lessons. These days give opportunities for students and faculty to make up missed lessons that have happened over the course of the school year. CMSS faculty will make every effort to give students make up lessons for faculty cancellations or if the school has to close or cancel lessons due to inclement weather, power outage, etc. However, student cancellations will not automatically be made up and faculty members are not obligated to make up student absences or cancellations (see, Student Absences). Students are not charged for make up lessons; these days are not included in the pre-arranged tuition or lesson schedule. They act as a means to give additional time to make up missed lessons. To schedule a make up lesson please contact the faculty member directly to schedule the make up day and time.

### **WITHDRAWAL AND REFUNDS**

Registration fees are non-refundable. Tuition refunds will be considered on a case by case basis, and **notice of withdrawal must be submitted in writing to the Registrar.** Under special circumstances and with instructor permission, withdrawal may be approved with a two week notice prior to final lesson. **Verbal notice or requests from students, parents, or faculty are NOT accepted. If the Registrar is not made aware of the withdrawal in writing, you will continue to be charged without eligibility for a refund.**

### **CHANGING INSTRUCTORS**

A student or parent/guardian should notify the Registrar in a timely manner if instructional problems arise. Every effort will be made to respond to individual needs. Instructor changes are made in consultation with and approved by the Executive Director and Faculty Chair. You must contact the Registrar rather than approaching another faculty member directly to arrange for a change of instructor.

## **OVERDUE ACCOUNTS**

Students whose accounts are not current may be suspended from lessons and are nonetheless still responsible for all contracted payments. Bills are emailed as a courtesy, but payments are due on the **16<sup>th</sup>** of each month regardless of whether or not a physical bill is received. A \$10 late fee may be applied to payments that are not received or postmarked by the 16<sup>th</sup> of each month. If a student is dropped for non-payment, resuming classes/lessons will require approval from the Registrar and instructor, as well as an additional 8 week advance payment.

## **FINANCIAL AID AND SCHOLARSHIP**

CMSS offers financial assistance to students in grades K-12 who are 18 and under. Students who are interested in applying should speak to the Registrar. Financial Aid is offered once per year at the beginning of the school year in September. Occasionally CMSS holds a second round of Financial Aid during the school year.

*If a Financial Aid or Scholarship student accumulates two or more unexcused absences or is delinquent in payment, the Financial Aid or Scholarship may be discontinued.*

## **INCLEMENT WEATHER NOTIFICATION**

In the event of inclement weather, CMSS may cancel lessons and classes. Because road conditions change during the day, please do not make the assumption that CMSS will be closed based on the morning closing of area public schools. At the same time, if road conditions worsen during the day, please check with the media outlets below before heading out. Closings will be announced on CMSS's website at [www.communitymusicsschool.com](http://www.communitymusicsschool.com) and answering machine, 413-732-8428. Also we post the closings on area radio stations (WHYN-FM, WMAS-FM & WHMP -FM), and online at [www.wfsb.com](http://www.wfsb.com) and [www.wggb.com](http://www.wggb.com)

## **RELIGIOUS HOLIDAYS**

With at least one week's notice to the teacher and the Registrar, two regularly scheduled individual lessons per year that are missed due to a religious holiday will be rescheduled as a make-up. We regret that classes and ensembles cannot be made up and no tuition credit will be given.

## **PARKING**

Parking is available for CMSS students and visitors in the CMSS parking lot located on Stockbridge Street. All vehicles parked in the CMSS lot must have a CMSS sticker affixed to the back driver's side window. Two parking stickers for two different vehicles are allowed per family. Additional stickers are available for \$5.00. Please see the Receptionist to obtain a parking sticker.

## **PERFORMANCE OPPORTUNITIES**

There are several opportunities for all students throughout the year. Performance is optional. Student recitals and community based events will take place throughout the year. Students should let their instructors know if they are interested in participating in community events.

## **PROGRESS REPORTS**

Students who participate in individual instruction lessons will receive progress reports at the mid-point of each semester. The progress report is designed to provide an overview of the student's development. It is a report that is designed to promote communication about the student's progress in his/her lessons and in daily practice.

### **INSTRUMENT RENTAL**

Some instrument rentals are available through CMSS at a cost of \$75 per semester (pro-rated for rentals after the start of the semester and/or returns before the end of the semester), and \$30 for the summer. We can also suggest local instrumental rental companies. The Registrar and faculty will guide students and families in appropriate instrument rental and/or purchase decisions. Students are responsible for any damage inflicted upon a rented instrument during the rental period. If an instrument is not returned and/or renewed at the end of a semester, students may be responsible for the entire cost of the instrument.

### **MEDIA RELEASE**

Unless notified on the registration form, all registered students give consent for CMSS to photograph, audio or videotape, and publish royalty-free in its promotions, footage of classes, lessons, and other activities without advance notice or remuneration. This consent also authorizes releases from any expectation of confidentiality for minor children of a parent or legal guardian.

### **RESPECTING THE BUILDING**

*Robyn Newhouse Hall:* No food or drink

*Waiting areas:* Parents, family members and friends may wait for students on the main floor reception area, in the basement, 2<sup>nd</sup> or 4<sup>th</sup> floor designated waiting areas.

*Practice Rooms:* Use of a practice room is not guaranteed without prior scheduling, but if space is available, CMSS students are welcome to reserve a practice room. Please call the reception desk at 413-732-8428 to reserve a room in advance. Students need to check in at the reception desk upon arrival at CMSS.

**Thank you for being part of the CMSS family. We look forward to an inspiring year together!**