



# Community Music School of Springfield

# Student and Family Handbook

## 2020-2021

### **Registration Policies:**

#### ***Private Lessons***

There are 35 lessons in a full school year. The total amount of lessons does NOT include holidays or pre-designated make-up/recital weeks. Please refer to the printed CMSS calendar and/or your lesson schedule (available through your online CMSS account). After the school year begins, students may register for private lessons for any slot that is available; for late starts, the lessons will be prorated to reflect the start date and the available lessons remaining in the school year. Refunds will not be issued for missed lessons, but students have ample opportunities for make-up lessons throughout the year, should a lesson need to be cancelled by the teacher or the school.

#### ***Group Classes and Ensembles***

There are 35 classes/ensembles in a full school year. The total amount of classes/ensembles does NOT include holidays or pre-designated make-up/recital weeks. Classes and ensembles are pro-rated based on the date of enrollment and the number of class/ensemble meetings remaining in the year. Students are welcome to join a class or ensemble after the start of the school year (per instructor discretion and provided there is space remaining in the class/ensemble). By request, credit for up to two missed classes/ensembles will be issued by the Director of Enrollment. By request, credit will be issued for any classes/ensembles that were cancelled by the teacher, or due to weather, or missed due to religious holiday absence.

#### ***Online Registration***

Students have a secure account through CMSS's web-based registration software where they have access to invoices, registration confirmation, and scheduling information. CMSS's policies and procedures and media release are also available via the online account, and students are notified as updates are posted. Registering for lessons indicates that you agree to CMSS's policies and procedures.

## **Important Registration Dates**

|                           |  |
|---------------------------|--|
| April 29 –<br>May 8, 2020 | Rollover Period for Current CMSS Families – CMSS sends current students an email about registration for the fall with a directive to complete a short online form, and you let us know if you'd like to keep your slot or change it for next year. Students keeping their lessons slot are sent their lesson confirmation and invoice via email. |
| May 15, 2020              | For students keeping their lesson slot and teacher, deposit is due to secure your rollover slot for 2020-21. Students who do not deposit by this deadline may not receive their first choice lesson slot.  |
| May 16-22, 2020           | Students requiring a change in time and/or teacher receive their new slot in the order in which their requests were received. Students are sent their lesson confirmation and invoice via email.   |
| May 31, 2020              | Early Bird Registration ends – Last day to get your registration fee waived (\$50), and the last day to make a deposit to secure slot if you have requested a change for 2020-2021.  |
| August 31, 2020           | First day of 2020-2021 private lessons, classes and ensembles.   |

## **Pre-Scheduled Make-up Days (and Weeks)**

Make-up days and weeks are scheduled into the CMSS calendar and are designated for make-up lessons/classes/ensembles that have been missed during regularly scheduled lesson days. These days are indicated on the school calendar in October, November, December, February, April, and June as "Private Lesson Make ups, Pre-arranged Only" (shaded in grey). On a make-up day, the school is open but the student(s) do not have regularly scheduled lessons or classes/ensembles. Instructors may also give make-up lessons on days not designated as make-up days that are mutually convenient for both student and faculty member.

## **Make-up Lessons**

**CMSS faculty are obligated to give students make-up lessons for teacher cancellations, religious observances (maximum of two per year), technical difficulties (for remote lessons), or if the school has to close or cancel lessons for less than one week (seven consecutive days) due to inclement weather, power outage, or other short-term emergency. Up to two student absences (cancellations) per year will be made-up only if the student gives 24-hour notice. If the school is required to close for more than one week (seven consecutive days) due to pandemic-related social distancing, remote lessons will be offered and school policies regarding make-ups, student absences, and teacher cancellations remain in effect.** Students are not charged for make-up lessons, and missed make-up lessons may not be again re-

scheduled. To schedule a make-up lesson please contact the faculty member directly to schedule the make-up day and time. Make-up lessons must be given by June 30th (or for summer 2020 lessons, before the school year starts again in late August).

**Recitals**

In June, two weeks are designated for CMSS student recitals. Each instructor schedules at least one recital for their studio during each school year. Speak with your instructor for details on repertoire selection and scheduling.

**Financial Policies:**

***Tuition: Private Lessons***

**2020-2021 School Year**

|   |      |
|---|------|
| Registration Fee (per family):  | \$50 |
| Private Lesson Tuition  |      |
| 30 minute lesson  | \$40 |
| 45 minute lesson  | \$54 |
| 60 minute lesson  | \$68 |
| Semi-Private Lesson Tuition   |      |
| Varies by lesson length and number of students; see registration team |      |

**Summer 2020**

|   |                  |
|---|------------------|
| Registration Fee (per family):                  | \$10             |
| Private and Semi-Private Lesson Tuition         |                  |
| Private lesson – 60 minutes only                | \$75             |
| Semi Private lesson – 60 minutes (3-5 students) | \$25 per student |

***Tuition: Classes/Ensembles***

Tuition for classes and ensembles varies by group. Visit our complete listing of classes and ensembles at our registration website ([communitymusicschool.asapconnected.com](http://communitymusicschool.asapconnected.com)).

***Billing and Fees***

One month's tuition (deposit) is due at the time of registration in order to secure the lesson or class/ensemble slot. Remaining tuition is due monthly (through May 2021). Invoices for non-autopay customers are sent via email on the first day of each month and are due in full by the 15<sup>th</sup> of the month. Autopay customers are billed and automatically charged on the 15<sup>th</sup> of the month unless scheduled otherwise. Any invoice or scheduled payment that is over 60 days past due will be subject to a \$10 late fee (per additional month overdue) until the amount is paid in full. Refunds require a \$25 processing fee and may take up to two weeks to be issued.

## **Private Lesson Discounts**

Students may take advantage of the following private lesson discounts at CMSS:

- Early Bird Registration - waive registration fee when you enroll in your private lesson and remit deposit (first month's tuition) by May 31<sup>st</sup>, 2020
- Pay in Full – save 5% by paying half of private lesson tuition upon registration and the other half in January 2021 (valid only from the rollover period in April 2020 through November 2020)
- Autopay enrollment – enroll in monthly autobilling to save \$50 off your invoice
- Two lesson enrollment – families with two private lesson enrollments save \$20 off your invoice (cannot be combined with three lesson enrollment discount)
- Three lesson enrollment – families with three or more private lesson enrollments save \$50 off your invoice (cannot be combined with two lesson enrollment discount)
- Carpool agreement – commit to carpooling to your lesson with another student (or walk or take the bus to CMSS) and save \$50 on private lesson tuition (sign agreement with front desk)

## **Withdrawal Policy**

Notice of withdrawal from lessons, classes, and/or ensembles must be submitted in writing to the Director of Enrollment. Verbal notice or requests from students, parents, and/or faculty are NOT acceptable forms of withdrawal notice. Two-week notice is required for withdrawal and the student will be charged for two lessons and/or classes from the date the written withdrawal is submitted. If the Director of Enrollment is not made aware of the withdrawal in writing, students will continue to be charged without eligibility for a refund. Registration fees will not be refunded or credited.

## **Refunds and Credits**

Registration fees are non-refundable. Overpayment due to withdrawal may only be applied as a credit to the student's account (less the two lesson/class charge incurred when withdrawing). Tuition refunds/credits should be rare, as make-up lessons/classes/ensembles are preferable in cases of student absence or teacher cancellation. Refunds and credits will not be issued for prolonged closure due to social distancing protocols. Refunds are only made in very rare circumstances and are up to the discretion of the Director of Enrollment and/or the Executive Director. Refunds and credits will only be considered if all attendance policies have been followed and a good faith effort has been made by both the student and the Music School faculty/administration to follow school policies and/or remedy the situation (i.e., through make-up lessons, consistent communication, lesson or instructor change). Refunds require a \$25 processing fee and may take up to two weeks to be issued.

## Tardiness:

### *Teacher Tardiness*

Teacher tardiness will only occur in rare, extenuating circumstances. Lost instructional time due to teacher tardiness will be made up at a mutually convenient time.

**Refunds/credits will not be issued for teacher tardiness.**

### *Student Tardiness*

**For private lessons**, if a student arrives more than 10 minutes late, they may not receive a lesson. This is up to the discretion of the instructor. If you are running late, please notify the front desk at 413-732-8428 or your instructor directly. **Make-ups and refunds/credits will not be issued for student tardiness.**

**For classes/ensembles**, the tardy policy is at the discretion of the teacher/director, who will communicate that to the students at the start of the semester. **Make-ups and refunds/credits will not be issued for student tardiness.**

## Teacher Absences:

### *Teacher Cancellation*

**For private lessons**, an instructor cancellation requires that the lesson be made up at a mutually convenient time during the school year or on a designated make-up day (scheduled throughout the school year).

**For classes/ensembles**, an instructor cancellation requires that the class/ensemble be made up. By request, credit for classes/ensembles cancelled by the teacher will be issued by the Director of Enrollment.

## Student Absences:

### *Religious Holiday Absence*

**For private lessons**, each student is allowed two religious holiday absences per year. In order to receive a make-up for the missed lesson(s), notify the teacher of your absence(s) at least one week in advance.

**For classes/ensembles**, no make-up will be offered, but by request a credit will be issued by the Director of Enrollment.

### ***Student Absent With Prior Notification***

**For private lessons**, call CMSS at 413-732-8428 or contact your instructor directly to provide advance notification of a student absence. In cases of serious or long-term illness or injury, please contact the Director of Enrollment to obtain a medical leave. **Advance notification of an absence is a courtesy to your instructor, but it does not exempt the student from payment as contracted. Private lesson instructors will give make-ups for up to two absences (per year, per student) if at least 24-hours advance notice is given. Private lesson instructors may choose to give make-ups beyond the two required. Refunds/credit will not be issued for student absences, even if prior notification is given.**

**For classes/ensembles**, no make-up will be offered, but by request a credit for up to two missed classes/ensembles per year will be issued by the Director of Enrollment.

### ***Student Absent Without 24-Hours Prior Notification (Student IS NOT OWED make-up)***

**For private lessons**, call CMSS at 413-732-8428 or your instructor directly to provide advance notification of a student absence. In cases of serious or long-term illness or injury, please contact the Director of Enrollment to obtain a medical leave. **Advance notification of an absence is a courtesy to your instructor, but it does not exempt the student from payment as contracted. Private lesson instructors are not required to give a make-up if less than 24-hours advance notice is given. Students absent from their classes/ensembles will not receive a make-up. Refunds/credit will not be issued for student absences, whether or not prior notification is given.**

**For classes/ensembles**, no make-up will be offered, but by request a credit for up to two missed classes/ensembles per year will be issued by the Director of Enrollment.

### **School Closure:**

#### ***Social Distancing due to Pandemic Risk (closure lasting more than one consecutive week)***

If the school closes for more than one consecutive week in order to comply with social distancing protocols and/or recommendations, remote lessons and classes/ensembles will be offered and school policies regarding make-ups, student absences, and teacher cancellations remain in effect. **Refunds/credits will not be issued if students choose to not take advantage of remote lessons while the school is closed for social distancing.**

#### ***Weather Cancellation (or other emergency lasting less than one consecutive week)***

**For private lessons**, a school cancellation due to inclement weather or other emergency lasting less than one consecutive week requires that the lesson be made

up at a mutually convenient time during the school year or on a designated make-up day (scheduled throughout the school year). **If the school has been forced to close an excessive number of days due to weather or other short-term emergency, making it difficult to schedule sufficient make-ups, it is at the discretion of the Executive Director and the Director of Enrollment to require that remote lessons be offered and/or to issue refunds or credits as appropriate near the end of the school year.**

**For classes/ensembles**, faculty may choose to give a make-up. By request, credit for classes/ensembles cancelled due to weather or other emergency lasting less than one consecutive week will be issued by the Director of Enrollment. **If the school has been forced to close an excessive number of days due to weather or other short-term emergency, making it difficult to schedule sufficient make-ups, it is at the discretion of the Executive Director and the Director of Enrollment to require that remote classes/ensembles be offered and/or to issue refunds or credits as appropriate near the end of the school year.**

### **Technical Difficulties (Remote Lessons Only):**

#### ***Remote Lesson Cancellation Due To Technical Difficulties***

**For private lessons**, if a technical difficulty prevents a remote lesson from being given, the lesson will be made up at a mutually convenient time during the school year or on a designated make-up day (scheduled throughout the school year).

**For classes/ensembles**, faculty may choose to give a make-up if technical difficulty prevents a class/ensemble from meeting.