



Community Music School of Springfield

Student and Family Handbook

2021-2022

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 1 – May 20, 2021	Early Bird Re-enrollment 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/invoice via email. Students who register April 1 – May 20, 2021 qualify for our Early Bird Re-Enrollment Discount and have their registration fee waived (\$50).
April 20, 2021	For students keeping their same lesson slot and teacher for the 2021-2022 school year, deposit is due to secure your slot for fall 2021. Students who do not deposit by this deadline may not receive their first choice lesson slot.
April 21- May 20, 2021	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/invoice via email.
May 20, 2021	Early Bird Re-Enrollment Period ends. This is the 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 the 2021-2022 school year.
July 30, 2021	Back-to-School Savings starts – Students who register July 30 – August 16, 2021 qualify for our Back-to-School discount and have half of their registration fee waived (\$25).
July 30, 2021	Enrollment opens for CMSS classes and ensembles.
August 16, 2021	Back-to-School Savings ends. This is the last day to get half of your registration fee waived (\$25).
August 30, 2021	First day of 2021-2022 private lessons, classes, ensembles, and semi-private lessons.

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. The CMSS calendar is available at communitymusicschool.com/registration.

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 in-person programming is not possible, per CMSS' Phasing to In-Person Guidelines (available on our website, communitymusicschool.com/phasing), 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 2021 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 and Semi-Private Lessons

2021-2022 (Summer and 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	
45 minute lesson	\$60 total Split between 2-4 students

Tuition: Classes/Ensembles

Tuition for classes and ensembles varies by group. Visit our complete listing of classes, ensembles, and semi-private lessons at our registration website (communitymusicsschool.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 15th of the month. Autopay customers are billed and automatically charged on the 15th 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 Re-Enrollment - waive registration fee (\$50) when you enroll in your private lesson and remit deposit (first month's tuition) by May 20, 2021
- Back-to-School Savings - waive half of your registration fee (\$25) when you enroll in your private lesson and remit deposit (first month's tuition) between July 30, 2021 and August 16, 2021
- Pay in Full – save 5% by paying half of private lesson tuition upon registration and the other half in January 2022 (valid only from the rollover period in April 2021 through December 2021; January through March 2022, students can save 5% by paying their entire tuition; Pay In Full discount is not available after March 31, 2022)
- Autopay enrollment – enroll in monthly autobilling to save \$50 off your invoice (after December 31, 2021, this discount decreases to \$25; after two declined autopayments, this discount is subject to removal)
- 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.

Teacher Transfers

If students wish to transfer teachers, the registration team can help facilitate a switch without interruption or pause in a student's lesson occurrences. Contact the registration team at 413-732-8428 or info@communitymusicschool.com to initiate a teacher transfer.

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/semi-private lessons are preferable in cases of student absence or teacher cancellation. Refunds and credits will not be issued if remote programming is deemed necessary, per the school's Covid-19 Phasing Guidelines (available on our website, communitymusicschool.com/phasing). 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:

Remote Learning Required, per CMSS' Phasing to In-Person Guidelines

If the school's Phasing to In-Person Guidelines do not permit in-person learning, classes/ensembles/semi-private lessons will be offered remotely and school policies regarding make-ups, student absences, and teacher cancellations remain in effect. CMSS' Phasing plan is available at communitymusicschool.com/phasing.

Refunds/credits will not be issued if students choose to not take advantage of remote lessons while in-person programming is not possible.

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.