



Community Music School of Springfield

Student and Family Handbook

2024-2025

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/professional development 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. Should a lesson need to be cancelled by the teacher or the school, a make-up lesson will be scheduled.

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/professional development 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 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

May –

June 20, 2024 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 May 1 – June 20, 2024 qualify for our Early Bird Re-Enrollment Discount and have their registration fee waived (\$50).

May 15, 2024 For students keeping their same lesson slot and teacher for the 2024-2025 school year, deposit is due to secure your slot for fall 2024. Students who do not deposit by this deadline may not receive their first choice lesson slot.

May 15-

June 20, 2026 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.

June 20, 2024 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 2024-2025 school year.

August 26, 2024 First day of 2024-2025 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 due to teacher, school, or weather cancellations. These days are indicated on the school calendar in February 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

Regular attendance is expected of all students. It is common courtesy to give teachers 24 hours notice if you cannot attend a lesson for any reason. Students are financially responsible for all lessons, including those for which they are absent. 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. **If in-person programming is not possible, 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 rescheduled. 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 2024 lessons, before the school year starts again in late August).

Recitals

Studio 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.

Performance Potlucks

Throughout the year, pre-scheduled on the calendar, are additional “open-mic” styled performance opportunities for CMSS students. Speak with your instructor for details on repertoire selection and signing up.

Financial Policies:

Tuition: Private Lessons and Semi-Private Lessons 2024-2025 (Summer and School Year)

Registration Fee (per family):	\$50
Private Lesson Tuition	
30 minute lesson	\$45
45 minute lesson	\$60
60 minute lesson	\$75
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 (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 2025). 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, 2024

- Autopay enrollment – enroll in monthly autobilling to save \$50 off your invoice (after December 31, 2024, this discount decreases to \$25; after two declined autopayments, this discount is subject to removal)

Withdrawal Policy

Notice of withdrawal from lessons, classes, and/or ensembles must be submitted in writing to the Director of Education. 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 Education is not made aware of the withdrawal in writing, students will continue to be charged without eligibility for a refund. Students absent without notification for more than 2 weeks will be withdrawn at the Director of Education's discretion and no refund will be issued. 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 school or teacher cancellation. Refunds and credits will not be issued if remote programming is deemed necessary. Refunds are only made in very rare circumstances and are up to the discretion of the Director of Education 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 Education.

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 Education.

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 Education 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 make-ups even if advance notice is given but will make a good faith effort in trying to reschedule lessons where prior notification has been given.

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 Education.

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 Education to obtain a medical leave. **Advance notification of an absence is a courtesy to your instructor, and 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 Education.

School Closure:

Remote Learning Required, per CMSS' Covid-19 Protocols

If the school's Covid-19 protocols 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' Covid-19 protocols are 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 Education 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 Education. **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 Education 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.