1. Will The Music Settlement resume Early Childhood programs on April 6th?
   No, we will not resume programs in Early Childhood on April 6th. The temporary closure due to COVID-19 has been extended through May 1, 2020.

   On March 23, 2020 Governor DeWine closed childcare centers, effective March 26, until “likely April 30th”. He then extended the K-12 school closure until May 1st, as well. The Music Settlement will align with these statements and will continue to suspend all Early Childhood programs in April.

Tuition and Fees:

1. Will I be charged for tuition for EC programs that are suspended in April?
   While we are closed in April, we are also suspending ALL tuition for EC programs.

2. If I receive billing notification from TMS/Active for April, am I expected to pay?
   No, you are not expected to pay for EC programs should you receive a billing notification; however, if you are enrolled in Center for Music or Center for Music Therapy courses that had been or continue to be provided, you are still responsible for that portion of your bill. We apologize for any confusion, but although we have made every effort to remove auto payment and billing notifications from our registration system (Active), you may still receive notices requesting payment due to the system’s capabilities. We have suspended all tuition for Early Childhood programs for April. If you had a balance prior to March 16, 2020, however, we ask that you do keep your account current for all programs prior to this date.

3. I utilize auto-pay to pay my tuition/fees. Will my credit card continue to be charged?
   TMS has turned off the autopay feature. You credit card will not be charged.
4. **Will my tuition support (UPK, ECEE, TMS financial aid) continue?**
   Yes, all tuition support sources are continuing at this time. In the event that this changes, families will be updated.

5. **Will I be charged late fees for non-payment?**
   Effective March 13, 2020 until programs resume, while TMS has suspended programs, no late fees will be applied to late payment. No termination of accounts will occur due to lack of payment while TMS is closed, for tuition as of March 13, 2020.

6. **How do I pay tuition at this time?**
   You can make a full payment online, accessing your account via the TMS website. You can also email Early Childhood Registrars Kathy Grau (K.Grau@TheMusicSettlement.org) or Dawn Ray-Novak (D.RayNovak@TheMusicSettlement.org) to assist in partial payments.

   We respect that your Early Childhood payment may not be your highest priority at this time. If you can keep your account current, you will be supporting The Music Settlement. We look forward to programs resuming and will stay connected.

7. **I have a Payment Plan. Am I required to maintain this payment schedule?**
   Payment plans established prior to March 2020 will be considered on an individual basis. Please contact Early Childhood Registrars Kathy Grau (K.Grau@TheMusicSettlement.org) or Dawn Ray-Novak (D.RayNovak@TheMusicSettlement.org) to assist in supporting payments. While the full payment may not be feasible, we do request that some payment be maintained to provide for accounts to be current for programs provided prior to March 13, 2020.

8. **Will refunds be given for AFY lessons?**
   We are planning to extend the make-up period for AFY Spring sessions and are not offering refunds at this time.
1. **How will I know when programs will resume?**
   TMS is monitoring the current climate and required state closures. We will email families and post updates on our website and social media channels to keep you all informed. Additionally, TMS has the ability to text updates and notifications to your mobile device. If you would like to receive these text alerts, please login to your Active account to select this option. If you need assistance, please contact our Enrollment & Customer Service Office at 216-421-5808 ext. 100 or email us at Info@TheMusicSettlement.org. We appreciate your patience and understanding as we navigate through this ever-evolving situation with you.

2. **Is TMS offering Pandemic childcare?**
   Not at this time. Currently all Early Childhood programs are suspended until May 1, 2020. We will re-assess start dates regularly.

3. **What about Early Childhood events? Will these be held as planned?**
   All EC events for April have been or will be rescheduled. Parent-Teacher conferences are tentatively being rescheduled for early June. The annual Art Show and Ice Cream Social events will now be combined into one event currently scheduled for June 7, 2020. As these dates draw closer, more information will be made available.

4. **Will the school year be extended?**
   At this time, no, we are not planning to extend the Early Childhood school year. All Early Childhood programs are suspended until May 1, 2020. We will re-assess start dates regularly.

5. **Is my space for next school year secure?**
   Absolutely! All enrollment for the 2020 – 2021 school year are secure. We look forward to a robust school year to begin in August and September 2020.
6. **Will summer camps still be offered?**

   TMS offers a variety of summer camp options for a range of ages and interests. All TMS camps are currently intending to run as scheduled. For those optimistically looking ahead, **summer camp** options are open for online registration and a 10% discount is available for those who register by May 1st!

   We understand the closure situation may change further still, so **TMS will provide a full refund or credit option in the event our summer 2020 camp sessions cannot run due to COVID-19**. Visit [www.TheMusicSettlement.org/Camp](http://www.TheMusicSettlement.org/Camp) or call 216-421-5806 ext. 100 for more information.