1. Will The Music Settlement resume Early Childhood programs on May 4th?

No, we will not resume programs in Early Childhood on May 4th. The temporary closure due to COVID-19 has been extended for K-12 programs in the state of Ohio through the end of the school year. The Music Settlement will align with these statements and will continue to suspend all in-person Early Childhood programs and events through May.

Kindergarten and Preschool classes will not resume on campus this school year (TMS’s school year ends May 29, 2020). We are still awaiting more information from the Governor to determine when Day School sessions may resume.

Tuition and Fees:

1. Will I be charged for tuition for EC programs that are suspended in April and May?

While we are closed in April and May, we are also suspending ALL tuition for EC programs. Preschool/Day School/Kindergarten will be providing online content, resources and Zoom sessions with the classroom teachers and specialists. Follow us on Instagram (@TheMusicSettlementKids) and Facebook (@TheMusicSettlement) and visit our Resources page of our website (https://www.TheMusicSettlement.org/Resources).

Arts for the Young (AFY) families can elect to receive virtual classes now for each of the currently suspended in-person classes of this spring semester; apply credit for this spring’s suspended classes to fall’s semester; or request a refund.

2. If I receive billing notification from TMS (ActiveNet@Active.com) for April or May, am I expected to pay?

No, you are not expected to pay for EC programs should you receive a billing notification. 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 effective as of April 1st. 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.
However, if you are enrolled in AFY virtual sessions, 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.

3. I set up auto-pay with TMS to pay my tuition/fees. Will my credit card continue to be charged?
   TMS turned off the autopay feature beginning with the month of April 2020. Your credit card will not be charged for any fees related to the remaining 2019-2020 school year (school year ending May 29, 2020). You may want to review any personal automated payments/bill pay you may have set up with your bank or through your credit card, however, as they will likely continue to make auto payments unless requested not to.

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 the date programs resume (i.e., the period of time TMS programs are suspended), no late fees will be accrued for late payment. No termination of accounts will occur due to lack of payment for tuition as of March 13, 2020 during TMS’s closure period.

6. How do I pay tuition? (for those with unpaid balances prior to the TMS campus closure)
   You can make a full payment online, accessing your account via the TMS website. You can also email Early Childhood Registrars Kathy Grau (KGrau@TheMusicSettlement.org) or Dawn Ray-Novak (DRayNovak@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.
COVID-19 FREQUENTLY ASKED QUESTIONS
UPDATED: Wednesday, April 29, 2020

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.Ray-Novak@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. What about AFY? Will sessions resume or will refunds be given for missed lessons?
   We will provide virtual classes for AFY spring semester, for those interested. We will not be extending the AFY Spring sessions into the summer. We will offer credit for Fall programs or refunds for AFY sessions that were suspended, if a family opts out of virtual courses.

Programs and Enrollment:

1. How will I know when programs will resume?
   TMS is monitoring the current climate and required state closures. The latest update from Governor DeWine’s office related to K-12 program closures indicates closure through the end of the school year (TMS’s school year ends May 29, 2020). We will email families and post updates on our website and social media channels to keep you all informed. 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 through May 2020. We will re-assess start dates regularly to consider Day School and Summer Camp options.

3. What about Early Childhood events? Will these be held as planned?
   All EC events for April and May have been, or will be rescheduled. Parent-Teacher conferences are being scheduled for Zoom meetings with teachers. The annual Art Show will be a virtual sharing of work via The Music Settlement website and social media channels. The Ice Cream Social is tentatively rescheduled for June 7, 2020, and will be updated as needed.
4. **Will the school year be extended?**
   At this time, no, we are not planning to extend the Early Childhood school year for Kindergarten or Preschool. The registrars will work to edit the end of school year date for Kindergarten and Preschool in Active, our enrollment system. All Early Childhood programs are suspended through May 2020. We will re-assess start dates for Day School and Summer Camps regularly.

5. **Is my space for next school year secure?**
   Absolutely! All enrollments for the 2020 – 2021 school year are secure. We look forward to a robust school year to begin in August and September 2020. Paperwork for the school year ahead will be mailed out shortly. This includes the Parent Handbook and required documentation for Licensing.

6. **Will summer camps still be offered?**
   TMS offers a variety of summer camp options for a range of ages and interests. All TMS Early Childhood (only) camps in June are cancelled. All other 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.

7. **I have questions about next school year.**
   As we look ahead to fall and the anticipation of a new school year together, please know that your child’s health and well-being are our priority at The Music Settlement. We have begun to adjust the classroom sizes to reflect smaller groups. Daily routines will have changes, too. A strong foundation at the start of school will allow us to grow together and be successful. **If you have questions regarding programs for the fall or are reconsidering your enrollment, this is the time to give voice to your concerns and questions.** It is our goal to support your family as we expand your child’s world in the classroom this fall. Together, we can grow children who explore, communicate, feel confident, secure, and develop to their full potential.