COVID-19 FREQUENTLY ASKED QUESTIONS
UPDATED: Tuesday, March 24, 2020

Private Lessons:

1. **Are private lessons cancelled?**
   All face-to-face private lessons at The Music Settlement are postponed through Sunday, April 5, 2020. As of March 20th, the plan is to resume all private lessons on Monday April 6, 2020. But, if the public health situation dictates that we need to continue the postponement, we may have to make that decision. We will monitor the situation daily and any decisions will be communicated via TMS email, our web site, and social media.

2. **When will we know for sure when on-campus lessons resume?**
   This is a fluid situation that is uncharted territory for all of us. We are assessing the situation daily and will make more decisions based on the greatest good for all involved. Please be patient with us in this process.

3. **Can my TMS teacher come to my home to teach? Can I go to their house for the lesson?**
   No, for numerous reasons that is against our policy and not allowable.

4. **Will the private lessons be made up?**
   As of now we are endeavoring to have all postponed lessons made up by the teacher. We want you to have the music instruction you signed up for and to help you grow as musicians!

   There are a few ways to accomplish make-up lessons:

   **A.** If you and your teacher have the ability to do distance learning lessons with platforms such as Skype, Zoom, Facetime, etc., this is an acceptable method for lessons at this time. Please discuss the option with your teacher and, if you find it acceptable, it is a good way to avoid a backlog of make-up lessons.
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B. When we are able to open campus back and resume private lessons, we will allow an extended make-up lesson period all the way until August 30, 2020. We are also considering opening up TMS on special Sundays in May, June, July, and August in order to hold make-up lesson sessions.

5. What about distance learning for private lessons?
   Yes, this is possible and encouraged as long as you and your teacher have the ability. Please talk to your private teacher about details.

6. What if I can’t do distance learning for private lessons?
   If you aren’t willing or able to complete lessons via distance learning during our postponement, then please discuss with your teacher making them up once we are back and open for business. When we are able to open campus back and resume private lessons, we will allow an extended make-up lesson period all the way until August 30, 2020.

7. If the lessons can’t be made up will I get a refund?
   If you are not willing or able to complete lessons via distance learning during our postponement, or are not able to make up the lessons in person before August 30, 2020, then we will address all customer accounts at the end of the summer and issue credits and/or refunds appropriately.

8. What if we are not here for summer makeups? Do I get refund?
   If you aren’t able to complete make-up lessons, then we will address all customer accounts at the end of the summer and issue credits and/or refunds appropriately.

9. What if I want to withdraw from private lessons now?
   Should you want to withdraw from private lessons at this point, please contact our Enrollment & Customer Service office and complete the request form. All normal CFM withdrawal policies are in effect. TMS and its teachers don’t want to see you go, but please contact us if you have concerns in this area.
1. **Are ensembles/classes/group lessons/orchestras cancelled?**
   All such activities in the Center for Music are postponed through Sunday, April 5, 2020. As of March 20th, the plan is to resume all private lessons on Monday April 6, 2020. But, if the public health situation dictates that we need to continue the postponement, we may have to make that decision. We will monitor the situation daily and any decisions will be communicated via TMS email, our web site, and social media.

2. **Will the group activities be made up?**
   Once a return date becomes a reality and we resume educational activities, we will try to salvage the remainder of the semester. If both the director and the students/families of the ensemble wish to make up the sessions after the normal semester end date, we will do all we can to support that happening. Again, we want you to receive the experience of the ensemble you signed up for, and we will try to be flexible in finding solutions to complete your rehearsals/lessons, if possible.

3. **If the group sessions cannot be made up, will I get a refund?**
   We will assess this at the semester end and any missed ensemble or group sessions that cannot be made up will be credited and/or refunded to the customer.

4. **Can group and ensemble activities be done now via distance learning?**
   Distance learning for ensembles is not as successful as with private lessons. If students/families wish to discuss this option, we can talk to the director to get their professional opinion and see what is possible.

5. **Should I pay my bill that is due in April even though there are no lessons or classes?**
   Being that we are endeavoring to provide make-up lessons, and salvage whatever portion of the ensemble year we can, please continue to pay your bill at this time. We will address all
customer’s accounts in the summer and issue credits and/or refunds for any lessons or classes that are not able to be made up.

SUMMER LESSONS AND SUMMER CAMPS

1. **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. Please visit [www.TheMusicSettlement.org/Camp](http://www.TheMusicSettlement.org/Camp) or call 216-421-5806 ext. 100 for more information.

2. **Will summer music lessons still be offered?**
   Yes, private music lessons will still be offered at both our University Circle and Ohio City campuses.

3. **What if I’m making up my school year lessons during the summer? Can I still take private summer lessons?**
   Yes. When we are able to open campus back and resume private lessons, we will allow an extended make-up lesson period all the way until August 30, 2020. If you enroll in summer lessons, you and your teacher can discuss ways in which to make up school year lessons while completing summer lessons. For example, you could divide your make-up lessons into 15-minute segments and add a make-up “segment” after a summer lesson.