COVID-19 FREQUENTLY ASKED QUESTIONS
UPDATED: Friday, April 3, 2020

Private Lessons:

1. **Are private lessons cancelled?**
   No, TMS in-person private lessons are not officially cancelled. However, they have been postponed through at least May 1, 2020. We will continue to monitor the public health situation and decide if it is possible to resume in-person private lessons on May 2, 2020. But, if public safety 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 website, and social media. Some virtual/remote options are available; students/families may continue their private lessons using this platform if they prefer (as this would comply with the social distancing restrictions). Please see below for more details.

2. **When will we know when on-campus lessons resume?**
   This is a fluid situation that is uncharted territory for all of us. We are assessing the situation daily, receiving guidance from state and federal sources, and will continue to make decisions based on ensuring the health and safety of all our constituents. We will share updates via email and our website as soon as they are available. We appreciate your patience during this process.

   **NOTE:** TMS students and families can sign-up to receive TEXT ALERTS by logging into their TMS/Active accounts. For assistance, contact Enrollment & Customer Service at 216-421-5806 ext. 100 or Info@TheMusicSettlement.org.

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

4. **Will the private lessons be made up?**
   For now, we are endeavoring to have all postponed lessons made up by the teacher, or possibly even continue at this time using virtual or remote platforms. We want you to have the music instruction you signed up for and to help you grow as musicians! Below are current options related to private lessons:

THE MUSIC SETTLEMENT
OHIO CITY 2610 Detroit Avenue, Cleveland, OH 44113
UNIVERSITY CIRCLE 11125 Magnolia Drive, Cleveland, OH 44106
BOP STOP 2920 Detroit Avenue, Cleveland, OH 44113
216-421-5806 ext. 100 • TheMusicSettlement.org
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.

B. When social distancing restrictions are lifted so we can re-open our campuses and resume private lessons, we will allow an extended make-up lesson period until August 30, 2020. We are also considering opening TMS on certain Sundays in May, June, July, and August in order to hold make-up lesson “marathon sessions.”

5. Is distance learning an option for private lessons?
Yes, this is possible and encouraged as long as you and your teacher have the ability and are amenable. 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 up your lessons once TMS reopens. Once reopened, we will allow an extended make-up lesson period to 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, and are not able to make up the lessons in-person before August 30, 2020, then customer accounts will be assessed on or after August 30th and credits and/or refunds will be issued accordingly.

8. What if we are not here for summer make-ups? 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 accordingly.
9. **What if I want to withdraw from private lessons now?**

   TMS and its teachers do not want to see you go and ask that you please contact Matthew Charboneau, Chair for the Center for Music at MCharboneau@TheMusicSettlement.org to discuss your concerns. Should you ultimately decide to withdraw from private lessons, contact our Enrollment & Customer Service office at 216-421-5806 ext. 100 and complete the request form. All normal CFM withdrawal policies are still in effect.

Ensembles, Classes, Group Lessons, Bands and Orchestras, Concerts and Recitals

1. **Are ensembles/classes/group lessons/orchestras cancelled?**

   At this time, all such activities in the Center for Music are postponed through May 1, 2020. Based on the information currently available to us, we plan to resume all group activities on May 2, 2020. However, as this is a ever-evolving situation, should Ohio’s legislators dictate, we may need to extend the postponement. We will continue to monitor the situation daily and any decisions will be communicated via TMS email, our web site, and social media.

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2. **Will the group activities be made up?**

   Once TMS’s campuses are able to reopen to resume educational activities, we will provide instruction for the remainder of the semester. If both the director and the students/families of the ensemble wish to make up the sessions after the formal semester end date, we will do all we can to support that decision. We want you to receive the experience of the ensemble you signed up for, and we will be as flexible as we can in finding solutions to complete your rehearsals/lessons if possible.
3. **If the group sessions cannot be made up, will I get a refund?**
   An assessment will be made at the end of the semester 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?**
   Unfortunately, the synchronous performance needed for ensemble education is not as successful using distance learning as it is with private lessons, so we cannot recommend this for groups/ensembles. However, if students/families wish to discuss options for online or prerecorded group activity learning, we can talk to the director to get their professional opinion to determine what is possible.

5. **Should I pay my bill that is due in April even though there are no lessons or classes?**
   We ask that you please continue to keep your account current. With the extension of the make-up period and with a currently anticipated May 1st return, we should be able to complete the semester. To provide you a level of comfort, however, should it not be possible to make up the lessons or classes credits and/or refunds for those lessons or classes will be provided.

6. **Are Center for Music recitals and concerts cancelled?**
   As of April 1, 2020, all special events, concerts, recitals, masterclasses, and workshops through May 1, 2020 are cancelled. We will assess the situation for May and decide what is best for public health and safety. We are, however, looking into virtual recitals or concerts as a possible alternative. Please stay tuned for updates which will be shared on our website, social media channels and email.
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Summer Lessons and Summer Camps

1. **Will summer camps still be offered?**
   Yes! TMS offers a variety of summer camp options for a range of ages and interests. All TMS camps are currently still expected to run as scheduled. You can enroll online at www.TheMusicSettlement.org/Camp or call 216-421-5806 ext. 100 for more information.  

   *Enroll by May 1* and receive a 10% discount! **Should TMS not be able to provide its summer 2020 camps due to the COVID-19 pandemic, full refunds will be provided.**

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 reopen our campuses and resume private lessons, we will allow an extended make-up lesson period 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 also completing normal 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.