COVID-19 FREQUENTLY ASKED QUESTIONS
UPDATED: Wednesday, April 29, 2020

Private Lessons:

1. **Are private lessons cancelled?**
   All face-to-face private lessons at The Music Settlement are suspended through Sunday, May 31, 2020. We will continue to monitor the public health situation to determine if it is possible to resume in-person private lessons beginning June 1, 2020. If public safety dictates that we need to extend the suspension period, we will make a determination as soon as possible. We will monitor the situation daily and any decisions will be communicated via TMS email, our website, and social media.

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 and will make more decisions based on the greatest good for all involved and State of Ohio recommendations. At this time, programs are suspended through May. Your continued patience is greatly appreciated.

3. **Can my TMS teacher come to my home to teach? Can I go to their home for the lesson?**
   No, for numerous reasons that is against our policy and not allowable. However, please refer to question #5 below for alternative options.

4. **Will the private lessons be made-up?**
   We are endeavoring to have all suspended 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.
B. When we are able to re-open campus and resume private lessons, we will allow an extended make-up lesson period through August 30, 2020. We are also considering opening TMS on certain Sundays in June, July, and August in order to hold make-up lesson “marathon sessions.”

5. Can I continue private lessons through distance learning?
Yes, this is an acceptable option and encouraged as long as it is mutually agreeable by the student and the teacher and both parties have the ability. Please talk to your private teacher for more 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 the suspension period, then please discuss with your teacher making up your lessons once TMS’s campus is reopened. When we are able to reopen campus and resume private lessons, we will allow an extended make-up lesson period through August 30, 2020.

7. If my 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 suspension period, nor able to make-up the lessons in person before August 30, 2020, then we will review 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 make-ups? Will I get a refund?
If you are not able to complete make-up lessons, then we will review 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 remain in effect. TMS and its teachers do not want to see you go, so please contact us if you have concerns in this area.
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ENSEMBLES, CLASSES, GROUP LESSONS, BANDS and
ORCHESTRA, CONCERTS and RECITALS

1. Are ensembles/classes/group lessons/orchestras cancelled?
   At this time, all such in-person activities in the Center for Music are suspended through Sunday, May 31, 2020.

2. Will the group activities be made-up?
   Once a “return to campus” date is determined, we will assess if make-up sessions are feasible. 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 this effort. We want you to receive the experience of the ensemble you signed up for, and we will be as flexible as possible 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.

4. Can group and ensemble activities be done conducted now via distance learning?
   The synchronous performance needed for ensemble education is not as successful using distance learning as it is with private lessons. If students/families wish to discuss options for online or pre-recorded group activity learning, the Center for Music can talk to the director to get their professional opinion and see what is possible.

5. Should I pay my bill that is due 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, if you are able, please continue to pay your bill at this time. We will address all customer accounts in the summer and issue credits and/or refunds for any lessons or classes that cannot be made up.
6. **Is the Center for Music recital or concert in which I was to participate or attend cancelled?**
   As of April 29, 2020, all special events, concerts, recitals, masterclasses, and workshops are cancelled through May 31, 2020. We will assess the situation for June and decide what is best for public health and safety. NOTE: We are looking into virtual recitals or concerts as a possible replacement. Please stay tuned to our website, social media pages and email for updates.

**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. As of 4/29/20, all TMS camps are currently intending to run as scheduled. You can enroll online at www.TheMusicSettlement.org/Camp or call 216-421-5806 ext. 100 for more information.

2. **Will summer music lessons still be offered?**
   As of 4/29/20, private music lessons will still be offered at both our University Circle and Ohio City campuses. In the event we are not allowed to return to campus, distance learning lessons will continue to be available.

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 campus and resume in-person private lessons, we will allow an extended make-up lesson period through 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.