



The Music Settlement  
OHIO CITY • UNIVERSITY CIRCLE

# CENTER FOR music

## COVID-19 FREQUENTLY ASKED QUESTIONS

UPDATED: Thursday, May 28, 2020

### Private Lessons:

**1. Are private lessons cancelled?**

*All face-to-face private lessons at The Music Settlement are cancelled through the end of summer, August 31, 2020. This means that all private lessons for Summer 2020 will take place online via a distance learning platform.*

**2. When will we know for sure when on-campus lessons will resume?**

*We are assessing the situation and have safety committees working on a plan to potentially resume certain face-to-face lessons on our campuses by September 2, 2020. Your patience is greatly appreciated.*

**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!*

*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.*

*Because all face-to-face lessons are cancelled through the end of summer, make up lessons will need to be done via distance learning. We are still offering an extended make-up lesson period all the way until August 31, 2020.*

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



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**5. Can I continue private lessons through distance learning?**

*Yes, this is possible and encouraged as long as you and your teacher 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 or your teacher aren't willing or able to complete lessons via distance learning from now until August 31, 2020, we will credit or refund your account for any undelivered lessons. Please contact our Enrollment and Customer Service office ([ECS@TheMusicSettlement.org](mailto:ECS@TheMusicSettlement.org) or 216-421-5806 ext. 100) to discuss your account.*

**7. If my lessons cannot be made up, will I get a refund?**

*If you are not willing or able to complete lessons via distance learning before August 31, 2020, we will credit or refund your account for any undelivered lessons. Please contact our Enrollment and Customer Service office ([ECS@TheMusicSettlement.org](mailto:ECS@TheMusicSettlement.org) or 216-421-5806 ext. 100) to discuss your account.*

**8. What if we are not here for summer makeups? Will I get a refund?**

*Please see number 7 above.*

**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.*

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ENSEMBLES, CLASSES, GROUP LESSONS, BANDS and  
ORCHESTRAS, CONCERTS and RECITALS

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

*As of now, all such in-person activities in the Center for Music are cancelled through August 31<sup>st</sup>, 2020.*

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

*All in-person group activities have been cancelled through August 31<sup>st</sup>, 2020. Many ensembles have moved online for distance learning delivery. Others have been cancelled outright. If you have not received notice about your group, please contact our Enrollment & Customer Service office for more information ([ECS@TheMusicSettlement.org](mailto:ECS@TheMusicSettlement.org) or call 216-421-5806 ext. 100).*

**3. If the group sessions cannot be made up, will I get a refund?**

*Any group sessions that were not able to be delivered online with distance learning will be credited and/or refunded to the customer.*

**4. 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, please continue to pay your bill at this time. For those programs that are not able to be delivered, we are adjusting accounts and will credit or refund any balances remaining.*

**5. Is the Center for Music recital or concert that I was planning on participating in, or attending cancelled?**

*As of this time, all special events, concerts, recitals, masterclasses, and workshops are cancelled through August 31, 2020. Please stay tuned to our website and social media pages for updates about virtual recitals and special online performances.*

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### SUMMER LESSONS AND SUMMER CAMPS

**1. Will summer camps still be offered?**

*The Music Settlement is proud to announce Virtual Summer Camps for Summer 2020. You can view our available offerings at [www.TheMusicSettlement.org/Camp](http://www.TheMusicSettlement.org/Camp) or call 216-421-5806 ext. 100 for more information. Register by phone or online by June 1<sup>st</sup> to save 10%.*

**2. Will summer music lessons still be offered?**

*All private music lessons for Summer 2020 will be available through distance learning only. We are assessing the situation regularly in hopes of resuming most private music lessons in the fall. To register, please contact our Enrollment & Customer Service office at 216-421-5806 ext. 100.*

**3. What if I'm making up my school year lessons during the summer? Can I still take private summer lessons?**

*Yes. Any school year make up lessons will need to take place via distance learning this summer. We are still offering an extended make-up lesson period all the way until August 31, 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 distance learning lessons. For example, you could divide your make-up lessons into 15-minute segments and add a make-up "segment" after a summer lesson.*

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