

Policies & Procedures

REGISTRATION

Registrants are enrolled for a full year of private lessons or sessions (36 weeks for Center for Music, 46 weeks for Center for Music Therapy). Center for Music summer registration is separate. Registrants may begin private instruction or music therapy any time during the year, pending availability. *Center for Music Trial Lessons, please see below.*

Center for Music Trial Lessons Students may register for up to 3 trial lessons with a teacher with no further obligation. Should the student wish to continue with that teacher after the trial lesson(s), they will be required to sign up for the duration of the school year.

By registering online, by mail, over the phone, in person, or sending in payment and a signed registration form for any TMS offering, parents and registrants agree to abide by the policies and procedures of The Music Settlement. *The Music Settlement reserves the right to change any curricular offering, policy, procedure, or fee at any time without notice.*

Registration and payment must be received a **minimum of 24 hours prior to start date**. In addition, a **\$35 non-refundable registration fee** for a single registrant per year, or \$50 for two or more registering in a single family, is due at time of registration. *Early Childhood Programs, please see below.*

DOWN PAYMENTS AND REGISTRATION FEES CENTER FOR EARLY CHILDHOOD:

A \$75 non-refundable registration fee for a single registrant per year (\$25 per additional child in a single family) is due at the time of registration for Full Day/Morning Preschool and Kindergarten programs.

Full Day Preschool and Kindergarten A non-refundable \$500 down payment is required at time of registration, with remaining payments due Aug. 1st through June 1st.

Morning Preschool A non-refundable \$300 down payment is required at time of registration, with remaining payments due Sept. 1st through May 1st.

Extended Day Programs A non-refundable \$50 down payment is required at time of registration, with remaining payments due Sept. 1st through May 1st.

Lunch Bunch A non-refundable \$25 down payment is required at time of registration, with remaining payments due Oct. 1st through May 1st.

Fall & Spring Explorers (Keyboard & Dance) A non-refundable \$50 down payment is required at time of registration, with remaining payments billed in three monthly installments (full payment is also an option). Available for Full Day and Morning Preschool and Kindergarten students in Early Childhood only.

Arts For the Young (AFY) A non-refundable \$50 down payment is required at time of registration, with remaining payments billed in three monthly installments (full payment is also an option).

CENTERS FOR MUSIC & MUSIC THERAPY:

Private Lessons & Sessions A \$200 down payment is required at time of registration, with remaining payments due monthly no later than May 1st, depending on the date of registration. After Jan. 15th, a \$100 down payment is required at time of registration with remaining payments due monthly through May 1st. *Center for Music, please see below for Summer Lessons.*

Group Classes & Sessions A \$100 down payment is required at the time of registration with remaining payments for Fall Semester classes due monthly through Jan. 1st. For all Spring Semester classes, a \$50 down payment is required at time of registration with remaining payments due monthly through May 1st.

One-Semester Classes Any classes offered for only one semester require a \$50 down payment at time of registration.

Short-term Courses, Summer Classes or Lessons Payment is due in full at time of registration: no payment plan.

ALL SUMMER CAMPS: A 50-percent down payment is due at the time of registration and the remaining payment is due June 1st, regardless of camp start date.

TUITION PAYMENT, PAYMENT PLANS & AUTOMATED CHARGE

Tuition and fees are due on the first day of each month, whether or not a bill has been received. Payments may be made by cash, check, money order or credit card. Payments are first applied to any late charges, past due amounts, or fees, and then to current tuition due.

Online registrations will be automatically charged to the credit card used in the registration unless the Enrollment & Customer Service office (ECS) is notified in writing or email to discontinue the automated charge. **To avoid late fees**, Automated Charge request forms are available online for customers who wish to initiate Automated Charges from a paper registration. Forms must be requested for each registration as the information does not transfer to new registrations without a completed form.

The Music Settlement reserves the right to revoke payment plans or suspend accounts with previous collection activity, past due payments of more than 60 days, or returned checks.

FINANCIAL AID & OTHER FINANCIAL RESOURCES

The Music Settlement offers income-based financial aid to qualifying families and accepts third party payments from the County Boards of Developmental Disabilities and other agencies. Our Center for Early Childhood is a Universal Pre-Kindergarten provider for qualifying families in Cuyahoga County enrolled in Preschool programs. Please call for more information or download a financial aid application at **www.TheMusicSettlement.org**.

Merit Scholarships The Music Settlement offers yearly merit scholarship awards for Center for Music students who meet the requirements. Auditions are held every year starting in **early winter**.

COVID-19

TMS will require health screenings for all employees and clients upon arrival on campus. **Any changes to the health and wellness of a TMS customer or immediate family member should be immediately reported to the Center.** Any student sent home from TMS due to being symptomatic or health aspects will lose that day's lesson/rehearsal – no make-ups or credits will be issued.

21 DAY PANDEMIC POLICY

TMS has allotted 21 pandemic days per calendar/school year. Pandemic days can be utilized when programs are required to be closed in response to COVID-19. This can be a confirmed case, positive exposure, or closure mandated by the state of Ohio. If programs/lessons move to virtual content that support/maintain the level of program that was suspended due to COVID-19, the sessions/days will not count toward pandemic allowance for a given program.

As with emergency closures, tuition payment will continue for programming and make-ups will be guaranteed. Pandemic days are cumulative for a total of up to 21 calendar day, but may not be consecutive and may vary across TMS Centers and programs.

DISCOUNTS

(Some exclusions may apply.)

Priority Registration Discount The registration fee is waived for returning participants **if enrolled prior to the published deadline** for the fall semester. **Not applicable to Full Day or Morning Preschool or Kindergarten.**

Tuition Discount One tuition discount per family, per fiscal year (July 1st - June 30th).

Camp Early Registration Discount Register **online** for Summer Camp before the published deadline and receive a 10% discount.

Senior Discount Registrants who are age 60 or older may receive a 10% discount in the Center for Music or Music Therapy. This discount may not be used in conjunction with any other discount, must be requested prior to registration, and is not applicable to workshops.

Multiple Registration Discount 10% off the less-expensive registration when two people in a family enroll, or one person enrolls in multiple offerings at The Music Settlement. **Not applicable to Full Day or Morning Preschool or Kindergarten.**

Peer Model Discount Registrants participating as peer models in Center for Music Therapy programs receive up to a 100% discount for most program offerings. Exceptions may apply.

WITHDRAWALS

In order to withdraw from any program at The Music Settlement, registrants must submit a written notice of discontinuation to their respective Center Chair. **Notice given to only the instructor or therapist is not considered proper notification.**

Private Lessons/Sessions & Music Therapy Groups If proper withdrawal notification is not received after the third lesson/session or prior to the fourth lesson/session, registrants are responsible for four additional weeks of tuition from the date of notification (excluding holidays), whether or not in attendance.

Changing Center for Music Private Instruction Teachers Choosing to change private lesson teachers is tantamount to a withdrawal. Follow the withdrawal policy above for **Private Lessons/Sessions & Music Therapy Groups.**

Classes & Groups If proper withdrawal notification is not received prior to the second meeting date for short term (9 weeks or less) activities or prior to the fourth meeting date for full year or full semester classes/groups, registrants are responsible for tuition through the last meeting date whether or not in attendance. *Center for Music, please see below.*

Center for Music Classes & Ensembles If proper withdrawal notification is not received prior to the second meeting date, registrants are responsible for tuition through the last meeting date whether or not in attendance.

Summer Camps Students withdrawing from any camp program prior to June 1st are entitled to a refund of the amount paid, less a \$50 administrative fee. After June 1st, no refunds will be given. Withdrawals from Camp Before Care and After Care are 100% refundable prior to camp start date.

Summer Private Lessons & Classes Students withdrawing from summer private lessons or classes prior to the start of instruction are entitled to a 100% refund of paid tuition. Once summer session instruction begins, withdrawing registrants are responsible for two additional weeks of tuition from the date of notification (excluding holidays), regardless of attendance.

SUSPENSION & ADMINISTRATIVE WITHDRAWAL

A registrant may be suspended for non-payment of tuition. No credit will be given for missed classes/sessions and times may be forfeited. The registrant remains responsible for all tuition and fees due and is subject to administrative withdrawal.

The Music Settlement reserves the right to withdraw any registrant who does not adhere to school policies. In such cases, the registrant is responsible for all tuition and fees due according to the above discontinuance policy.

REINSTATEMENT

A registrant who wishes to be reinstated after suspension or administrative withdrawal must pay their entire balance in full plus a \$35 reinstatement fee prior to returning.

OTHER FEES & CHARGES

In addition to tuition and registration fees, the following fees may be charged:

Accompaniment Fee is \$10.50 per 30 minutes as arranged by the instructor.

Late Fee A \$10 fee is assessed on all past due accounts and/or payments on accounts received after the 15th of the month.

Returned Checks A \$30 charge is assessed for checks returned by the bank for any reason. Two checks returned on an account may require future payments to be made in verified funds.

Reinstatement Fee \$35 will be charged to re-enroll a registrant after discontinuance. This fee does not apply when transferring from one course to another.

TICKET SALES

Tickets sold for BOP STOP and other events are non-refundable.

ABSENCES & CLOSINGS

Registrant Regular attendance is expected. The registrant must notify the instructor/therapist prior to any absence. No credit is given for registrant absence. Students or clients receiving aid must be enrolled and are expected to follow all TMS policies and procedures, including those related to attendance, and to show progress and interest. Three consecutive absences or three unexcused absences over a 2-month period will result in a registrant's administrative withdrawal. Our Withdrawal Policies, as noted in this document, still apply to these circumstances. Anticipated prolonged absences must be reported immediately to the respective Center administrator. Partial tuition credits may be given at the discretion of The Music Settlement. For Full Day or Morning Preschool, and Kindergarten, please refer to the absence policy in the school handbook.

Instructor/Therapist Center for Music and Arts for the Young instructors are encouraged to reschedule any lessons or classes they miss. Therapists have one week per semester to make up sessions missed by absences due to their illness or pre-approved professional development opportunities. A registrant's account will be credited for any instructor or therapist absence that cannot be made up.

Emergency School Closings In the event of any emergency school closing due to weather, prolonged power outage or other circumstance beyond the control of The Music Settlement, classes/sessions will not be rescheduled and tuition will not be credited.

Please visit our website at www.TheMusicSettlement.org for a copy of our school closings document.

UNATTENDED INDIVIDUALS

All children and other individuals requiring supervision must be accompanied by an adult before, after, and/or in between lessons, programs or other appointments. No individual requiring supervision should be dropped off unattended in any Music Settlement building or anywhere on campus. If an individual requiring supervision is found to be unaccompanied by an adult/guardian/caregiver, that adult/guardian/caregiver will be contacted to pick up the individual or remain on campus with him/her. Repeated problems with the same unattended individual are cause for dismissal.

PHOTOGRAPHY & PUBLICITY

The Music Settlement uses photography and video to document lessons, classes, and events. These photos and video may be used online, in brochures, advertising or PR activities. Photographs and video featuring current or previously registered students and participants at all TMS events are considered eligible for publication or public use unless the student (or parent/guardian) submits a **Request for Non-Use**, available through ECS or online at www.TheMusicSettlement.org. Call (216) 421-5806 ext. 100 for more information.

Occasionally, The Music Settlement will need to send an email to all families currently registered. We encourage all families to subscribe to our General Information and Closure Notices updates by entering their email address(es) in the "subscribe to our newsletter" box on any page of www.TheMusicSettlement.org and selecting those options on the sign-up page.

ALL STUDENTS WELCOME

The Music Settlement is committed to a policy of nondiscrimination and equal opportunity in programs, activities, and employment for students and employees regardless of race, color, religion, sex, sexual orientation, national origin, citizenship, age, disability, veteran status, or other factors prohibited by law.

DONATIONS

Donations to The Music Settlement are non-refundable. All donations are considered unrestricted unless otherwise specified. For instrument donations, please contact ECS at 216-421-5806 ext. 100 prior to bringing the donation on site.