



2025–2026 Policies & Procedures

Effective January 5, 2026

TMS reserves the right to change any curricular offering, Policy, Procedure, or fee at any time without notice.

REGISTRATION

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 ("TMS"). Registrants are enrolled for a full year of private lessons or sessions (up to 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 one trial lesson per instructor with no further obligation. If the student chooses to continue with an instructor after a trial lesson, they must enroll for the duration of the school year. Trial lessons are billed at the standard single-lesson rate for the chosen lesson length (30, 45, or 60 minutes), and payment is due in full at the time of registration. Students cancelling or rescheduling less than 24 hours from the trial lesson, as well as no-showing, will not be provided a refund.

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. *Center for Music – registration fee does not apply to short-term programs of 10 meetings or less. Early Childhood Programs, please see below.*

DOWN PAYMENTS AND REGISTRATION FEES CENTER FOR EARLY CHILDHOOD:

A \$100 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. Remaining Full Day Preschool payments due Aug. 1st through June 1st. Kindergarten has total down-payment of \$5,000 due by August 1st, schedule at time of acceptance, with remaining payments Sept 1st– April 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.

CENTER FOR MUSIC:

Private Lessons & Sessions A \$200 down payment is required at the 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 & Ensembles 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.

Summer Lessons A \$100 down payment is required at time of registration with remaining payments due July 1st, regardless of lesson dates.

CENTER FOR MUSIC THERAPY

No down payments are required for the Center for Music Therapy.

SUMMER CAMPS

A 50% 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.

Accounts may be placed on autopay by contacting the Enrollment & Customer Service by phone or email. A valid credit card must be placed on file with an expiration date that exceeds the final date of programming.

A \$10 late fee will be assessed monthly for past due amounts.

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 and hardship assistance to qualifying families and accepts third party payments from the County Board of Developmental Disabilities and other agencies. Please call for more information or download a financial aid or hardship assistance 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 **mid-winter**. Community merit scholarship auditions are held annually in the summer, pending availability of scholarship funds. It is possible for music students to receive a combination of Merit Scholarships, financial aid, and hardship assistance. Please visit www.TheMusicSettlement.org for more information.

CENTER FOR EARLY CHILDHOOD:

Our Center for Early Childhood is a Universal Pre-Kindergarten provider for qualifying families in Cuyahoga County enrolled in Preschool 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 Center for Early Childhood.**

Senior Discount Registrants who are age 55 or older receive 10% off services and programs in the Centers for Music and 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.

The discount cannot be applied to the registration of someone under 55 by a payer who meets the 55 or older age requirement.

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. One tuition discount per family, per fiscal year (July 1st – June 30th). Discount may be utilized across all Centers, but **discount may not be taken on Center for Early Childhood programs.**

WITHDRAWALS

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

Private Lessons/Sessions & Music Therapy Groups Registrants are responsible for tuition for the next four lessons/sessions from the date of proper withdrawal notification (excluding holidays), whether or not in attendance. At the beginning of the registrant's enrollment, withdraw prior to the fourth lesson/session will not be result in the charge of a four lesson/session penalty.

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.**

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. Students withdrawing from any Center for Music classes and/or ensembles prior to the second session are entitled to a refund of the amount paid, less the cost of the first meeting date.

Other 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 above.**

Summer Camps Students withdrawing from any camp program prior to May 1st are entitled to a full refund of the amount paid. Students withdrawing after May 1st and prior to June 1st are entitled to a full refund 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 policy.

REINSTATEMENT

A registrant who wishes to be reinstated after suspension or administrative withdrawal must pay their entire balance in full prior to returning.

FEES & CHARGES

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

Accompaniment Fee is \$13.50 per 30 minutes as arranged by the instructor and/or the Center for Music.

Late Fee A \$10 fee is assessed on all past due accounts and/or for 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.

TICKET SALES

Tickets sold for BOP STOP and other events are non-refundable. To purchase tickets, please visit www.TheMusicSettlement.org/events.

ABSENCES & CLOSINGS

Emergency Closings In the event of any emergency 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.

Center for Early Childhood Please refer to the absence policy in the parent handbook.

CENTERS FOR MUSIC AND MUSIC THERAPY:

Registrant Regular attendance is expected. The registrant should 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 unexcused absences ("no-call, no-show")** 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.

Center for Music Therapy Please refer to the Parent Handbook regarding absence policies.

Tardiness Registrants are expected to be at their scheduled lessons/sessions/programs on time. Instructors/Therapists will not delay or adjust their schedules to accommodate latecomers and have the right to cancel a session if the registrant is unreasonably late. No credit or refund will be given for tardiness.

Instructor/Therapist Absences Instructors and therapists are encouraged to reschedule any lessons, classes or sessions they miss. Instructors/Therapists have one week per semester to make up sessions missed by absences due to illness or other circumstances. A registrant's account will be credited for any instructor or therapist absence that cannot be made up.

UNATTENDED INDIVIDUALS

All children under the age of 12, as well as 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, the individual's adult/guardian/caregiver will be contacted to either pick up the individual or be reminded that they must remain on campus with the individual. Repeated problems with the same unattended individual are cause for dismissal.

PETS & SERVICE ANIMALS

Animals are not permitted inside any building on The Music Settlement campuses except for service animals as defined by applicable law. Emotional support animals are not considered service animals and are therefore not permitted. Classroom pets in the Center for Early Childhood are exempt from this policy.

PHOTOGRAPHY & PUBLICITY

The Music Settlement uses photography and video to document lessons, classes, and events. These photos and videos 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. For more information, call (216) 421-5806 ext. 100.

Occasionally, The Music Settlement will need to send an email to all families currently registered. These are one-time operational updates.

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, gender, 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.