



Policies Summer 2013

To Cancel a Lesson

If you need to cancel a lesson, please contact your teacher directly. Faculty contact information is given out at the time of enrollment and/or at the first lesson. If you cannot find contact information for your teacher please call the office, 303-665-0599, x100.

Missed Lesson/Class Policy

All lessons and classes missed due to faculty absence or emergency closure will be made up or credited to your account. For the summer term, there are no make-up lessons for student-initiated absences. Credits not used within one year are forfeited.

Late Arrivals

Due to busy faculty schedules, all lessons/classes/ensembles will end at the scheduled time. Teachers and students are expected to wait for ten minutes to allow for late arrivals. Time missed due to late faculty arrivals will be made up.

Cancellation Policy – School Initiated

RMCMMA reserves the right to change instructors or formats, or cancel any class due to lack of enrollment without incurring any liability or obligation. RMCMMA will notify students/families as soon as possible regarding any changes or cancellations (see Enrollment Deadlines below). If RMCMMA cancels a class for any reason, all fees will be refunded.

Withdrawal – Student/Family Initiated

For student initiated cancellations for classes and ensembles (not lesson) any paid tuition, not including the Registration Fee, is refundable up to two weeks before the start of any class or lesson. **Tuition is not refundable with less than two week's notice**, as your space has been saved and may not be filled by someone else. In rare circumstances, students may be allowed to withdraw and have fees refunded due to documented serious illness or financial hardship.

Students may withdraw from private lessons with 30 day advance written notice using a withdrawal form available from the Student Services Office or by emailing brace@COMusic.org and requesting a form. The form must be submitted to the office so that we can make the appropriate schedule changes. **Under no circumstances will withdrawals be accepted verbally or through a student's teacher. Non-attendance, verbal communication of intent to withdraw to faculty or staff, or notification by phone or email DO NOT constitute an official notification of termination.** The student/family is financially responsible for all lessons until the termination date, whether the student chooses to attend or be absent. Students who pay up front for the entire term and withdraw before the end of the term using the withdrawal form will receive a refund for the remaining lessons after the 30-day notice period. Registration Fees are not refundable.

Students who are involved in sports or other extracurricular activities are advised to consider those schedules when enrolling.

Schedule Changes

Individual lessons may be rescheduled at the student/family's request once per term if space allows. All subsequent changes will incur a \$25 change fee. Changes initiated by a faculty member will not incur a fee or count as the first student/family initiated change.

Enrollment Deadlines

RMCMA will assess the level of interest in all classes and ensembles two weeks before each program begins. If we have not reached the minimum number of registrations but there is strong interest we will reassess and make a final decision one week prior to the scheduled start date. In the case of cancellation all registered students will be notified as soon as possible.

Re-enrollment Deadlines

Current individual students are offered the opportunity to reserve their day, time, and/or teacher for upcoming semesters before new students may enroll. A non-refundable deposit that gets credited to your account saves your spot. The deadline is:

Term	Deadline
Fall 2013	July 5, 2013

Tuition Policies

Tuition is charged for the entire term or remainder of the term at the time of registration. If you choose not to pay the entire bill, you must enroll in an installment plan. Installment plans will be billed on the 15th of each month with payments due or charged on a saved credit card on the first of the month and must be re-initiated each term. Cards are stored by a third party, protected system.

Please note that the registration fee is waived for the Summer Term. For Fall or Winter/Spring Terms there is a \$15 per student registration fee which helps to cover the cost of our registration system and processes. The registration fee is non-refundable unless RMCMA cancels your program.

Any outstanding balances must be paid before you may enroll in a new term. Accounts not paid in full by the last day of any term will incur a \$25 late fee. The RMCMA reserves the right to suspend or discontinue instruction of any student whose account is more than 60 days past due. Accounts more than 120 days past due may be sent to a collection agency. Returned checks will incur a \$25 fee.

Tuition Discounts

We are no longer offering discounts for students/families enrolled in more than one program. Adults over the age of 59 receive a 10% discount for lessons scheduled before 2:30pm Monday through Friday. Discounts may not be combined

Tuition Assistance

The Heartstrings Program provides need-based tuition assistance for students who cannot afford the full cost of registration. There are no forms required to receive tuition assistance. If you cannot afford the full cost of registration simply ask for tuition assistance when you register.

Tuition assistance is awarded by term: fall, winter/spring, or summer. When you register for future semesters please inform the Registrar if you would like to continue receiving tuition assistance.

Musical Instrument Bank

The Heartstrings Program has approximately 250 instruments available for rental for students/families who cannot afford to buy or rent elsewhere. Instruments may be rented for any length of time. Rental fees are a sliding scale from \$5 to \$40 a month. If you need to rent an instrument please contact Nora Long, long@COMusic.org, 303-665-0599 x103, or by visiting her in the Student Services Office Monday-Thursday 10am-2pm.

Media Release

Unless notified in advance in writing, enrolled students/families give permission for CMF&RMCMA to record visually and/or aurally all lessons, classes, and other activities without advance notice, and to publish those recordings royalty-free in print, audio and electronic formats including but not limited to catalogs, brochures, print advertisements, grant applications, and the website.

Emergency Closures

If RMCMA closes for any reason a message will be placed on the website (COMusic.org), our Facebook page, and the outgoing message of the phone system. All lessons missed due to emergency closure will be made up or credited to your account.

Building Rules

There are countless individuals who work hard to make RMCMA an open and welcoming place for all. Please be respectful of people and property in our building. Please inform the office of any issue you have with or in our building. Adults are expected to model good behavior for the younger members of our community. As a courtesy to others, please walk and talk quietly when outside of lessons/classes.

Wireless internet service is available in the building. The access code is posted and is also available in the office.

Supervising Children

Children are the responsibility of parents/caregivers outside of teaching studios and any time they are not in a lesson or class. To ensure your child's safety please pick him/her up promptly at the classroom/studio. Students ten years of age and younger must be supervised by an adult parent/adult caregiver while waiting for lessons and/or classes to begin. Adults are expected to model good behavior.

Dismissal

RMCMA reserves the right to dismiss any student/family due to overdue tuition payments, noncompliance with policies or any reason determined to be a serious impediment to a successful musical experience.

Please note: all policies are subject to change.