

## CHSM POLICIES

### REGISTRATION PROCESS

CHSM has moved to an annual registration system (instead of semester based) for 2011-2012 in an effort to better accommodate families and cut down on administrative costs. You no longer need to register each semester as your time block will remain the same all year long. Families may register at any time during the school year, and tuitions will be pro-rated.

Completed registration forms and payment of registration fees are required. Registration forms will only be processed when accompanied by full registration fee. Registration is on a first come first served based, and no exceptions will be made. Please submit any CHSM forms and payments to "CHSM Bookkeeping".

### LESSONS AND ENSEMBLE FEES

Ensemble and group lesson fees are fixed, whereas private and semi private lesson fees are calculated based on the exact numbers of lessons the student would attend during the year. School holidays are not included in lesson fees. Therefore, the tuition will vary depending on the day of your lessons. For example, there are more Monday holidays, thus, Monday tuition will be less than tuition for lessons that fall on other days of the week. Please refer to the CHSM fee schedule at CHSM wiki

<http://chsfm.tchs.org/groups/chestnuthillschoolformusic/>.

### PAYMENT DUE DATES AND OPTIONS

You will receive an invoice via email when your lesson time is confirmed. The invoice will include the payment options below. Please indicate your payment choice with your payment. If an option is not chosen, it will automatically default to "Option 1".

OPTION 1: 100% semester tuition payment due by Oct. 15. The invoice will specify the due date. If you are registered for the fall, you will automatically be enrolled for the spring semester, and spring tuition will be due by January 15.

OPTION 2: Two Installment payments per semester –

Fall Semester - First payment (50% tuition) is due by Oct. 15. The second payment is due by Nov. 15

Spring Semester - First payment (50% tuition) is due by Jan. 15. The second payment is due by Mar. 15.

If you are paying by credit card, your card will be automatically charged on these four dates.

If you enroll after the semester has already begun, two installments two installments of payment may be worked out by contacting the bookkeeping.

OPTION 3: Weekly automatic payment plan - This option is available for payments by credit card only. If you choose this option, the Automatic Credit Card Billing Authorization section on the invoice must be filled out completely. Your credit card will be automatically charged on weekly basis until the annual tuitions are completely paid.

### REQUEST FOR CHANGE OF SCHEDULE

If you require a change of schedule, please fill out the [Request for Schedule Change](#) form along with the payment of \$20 admin fee. Every effort will be made to find a new lesson schedule that fits your needs based on our faculty and space availability. Your present spot will be reserved and will not be given away until your new schedule is confirmed.

### FINANCIAL AID

Aid is offered on tuition for music lessons only (not applicable to registration fee). It is calculated at the school's aid rate **capped at a maximum of 50%**.

## DELINQUENT ACCOUNTS

CHSM reserves the right to stop a student's instructional activities if there is an unpaid account balance. A student whose account is overdue will not be registered for the following semester until the amount past due has been paid.

## WITHDRAWAL AND REFUND POLICY

If you wish to withdraw from your lessons, the [Request for Withdrawal](#) form must be submitted.

- 100% refund: The request should be received by the CHSM office prior to your 1<sup>st</sup> lesson. **To receive 100% refund for the spring semester, a request should be made by December 20.**
- 75% refund: The request must be received prior to the 3<sup>rd</sup> lesson of each semester for new students.
- No refund: Withdrawal after the 3<sup>rd</sup> lesson

## EXTENDED DAY DISCOUNT FOR OVERLAPING TIME

Discounts are given when a student's music lessons overlaps with the student's enrollment time in Extended Day. The discounts will be issued in the form of credits to your school account at the end of each school year. Refunded or credited music lessons are not eligible for this discount.

## TRIAL LESSONS

Families may try a private lesson(s) upon the director's approval without a formal registration process. Please refer to the CHSM fee schedule for the fee amount.

## DROP IN'S

There will be a drop in charge when a student attends an ensemble or group lessons without registering. Please refer to the CHSM fee schedule for the fee amount.

## TARDINESS

Because of the faculty's full schedules, students who are late for a lesson are not guaranteed their full lesson time, and no make-up will be given for the missed time due to the tardiness. Faculty tardiness will be made up at a mutually agreed time.

## CANCELLATIONS/ABSENCES AND MAKE-UP LESSONS

Cancellation: CHSM reserves the right to cancel lessons due to unscheduled closing(s) of school (i.e. snow days). If the school is closed unexpectedly, there will be no make-up lessons.

Absence from Group Lessons / Ensembles: There will be no make-up lessons.

Student's Absence from Private (Semi Private) Lessons: Advance notification should be given at least 24 hours prior to the lesson day **both to the instructor and to the CHSM director**. Only **one notified** absence per student per semester will be eligible for a refund or make-up.

Teacher's Absence from Private (Semi Private) Lessons: All teacher absences will be made up or credited. The instructor will notify any planned or unplanned absence directly to the families and to CHSM office as soon as the instructor becomes aware of the absence.

All eligible refunds due to cancellation/ absence will be computed and credited to your account at the end of the school year.

## SNOW POLICY

Please note snow days occur only when the school closes due to inclement weather.

**School Closing/Early Dismissal:** If the Chestnut Hill School is closed, CHSM is also closed. Please check the school's website at <http://www.tchs.org/> for school closing information.

**School Delays:** Delayed school start times do not affect CHSM group classes or lessons.