

## CHSM POLICIES Guidelines for Families 2018 - 2019

### GETTING STARTED

#### REGISTRATION PROCESS

CHSM has an online registration system (paper registration forms are not available and email requests will not be processed). Lesson requests are processed on a first come, first served basis. Families may register at any time during the school year, and tuition will be prorated accordingly. Returning students are given priority during registration. We strongly recommend registering at your earliest convenience in order to secure your preferred lesson day and time. Once registered, your spot will be secure for the entire academic year. Lessons will be confirmed by email. Please contact us at [chsm@tchs.org](mailto:chsm@tchs.org) if you have difficulty completing the online form.

#### TRIAL LESSONS

If you are unsure of your child's readiness for lessons, you may request a trial lesson (regular lesson rates apply). If you decide to continue, you will be billed for the \$40 registration fee as well as the lesson rate.

### ATTENDANCE POLICIES

#### STUDENT SUPERVISION

**Non-CHS students** must be accompanied by an adult at the beginning of lessons and picked up following the completion of lessons. Accompanying adults must remain in the building at all times and be accessible during lessons. *CHSM reserves the right to terminate student lessons if this policy is broken.*

**CHS students** should enroll in extended day to cover the time of their lesson unless the lesson is immediately at their grade level dismissal time and they are picked up at the end of their lesson. If a student is not enrolled in extended day and is not picked up at the completion of their lesson, extended day drop in fees will apply. ***Please do not instruct your child to wait unsupervised in the lobby for their teacher.***

#### ABSENCES

##### Private Lesson Absences

If a student is absent, ***please send notification to both the CHSM instructor and the CHSM Office*** 24-hours in advance to be eligible for a make up lesson. Less than 24-hour notice will be an unnotified absence and no make up lesson will be given. If a student is ill an exception may be made if notification is provided by 10am the day of the lesson. This would count as one notified absence. Only one notified absence per student per semester is eligible for a make up or refund. Likewise, if a make up lesson is scheduled and the student is absent, no further make up will be due or refundable. Teacher Absence from Private Lessons: All teacher absences will be made up or credited. The instructor will notify families directly of planned or unplanned absences.

##### Group Lesson Absences

If a student is absent, no make up will be given. If a teacher is absent, they will schedule a make up for the group.

##### School Field Trip/Athletics Absences

If a student will be absent, ***please send notification to both the CHSM instructor and the CHSM Office*** 24-hours in advance to be eligible for a make up lesson. Less than 24-hour notice will be an unnotified absence and no make up lesson will be given. Each student may receive up to two make up lessons per school year for school events.

#### TARDINESS

Students who are late for a lesson are not guaranteed their full lesson time, and no make up will be given for missed time due to the tardiness. Faculty tardiness will be made up at a mutually agreed time.

## SCHOOL HOLIDAYS / CANCELLATION

CHSM reserves the right to cancel lessons in the event of an emergency. CHSM is closed on national holidays and any other dates published on the calendar. Closings can be found on the CHS website ([www.tchs.org](http://www.tchs.org)), or by calling 617-566-4394. If The Chestnut Hill School closes due to inclement weather or emergencies, CHSM is required to close as well.

## SNOW DAYS

Each student will be eligible for one snow day make up lesson during the school year. The instructor will schedule a make up.

## **BILLING POLICIES**

### ENSEMBLE AND LESSON FEES

Lesson fees are calculated based on the number of scheduled lessons. School holidays are not included in lesson fees. Semester tuition will vary depending on the day of your lessons. For example, there are more Monday holidays, thus the cost for Monday lessons will be less than other days of the week. Please refer to the CHSM fee schedule.

### BILLING AND PAYMENT

CHSM tuition is divided into two payments. The first payment is due in September and the other is due in January prior to the first lesson of each semester. CHS student lesson fees will be billed through the FACTS system. Non-CHS students will receive an invoice via email and only payments by check will be accepted. If a student has an outstanding tuition balance, he/she will not be eligible to participate in music lessons.

### FINANCIAL AID

CHS Students: Aid is applied to tuition for one lesson only and is calculated at the school's aid rate (**capped at a maximum of 50%**). Non-CHS students are not eligible for aid.

### PAST DUE ACCOUNTS

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

## **SCHEDULE ADJUSTMENTS**

### REQUEST FOR CHANGE OF SCHEDULE

If you would like to request a change of your lesson day/time, please fill out the [Request for Schedule Change](#) form along with a payment of the \$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 time will be reserved and will not be given away until your new schedule is confirmed.

### WITHDRAWAL AND REFUND POLICY

To withdraw from a lesson(s), please submit the [Request for Withdrawal](#) form. Email requests will not be processed.

- 100% refund: The request should be submitted prior to your 1<sup>st</sup> lesson.
- 75% refund: The request must be received prior to the 4<sup>th</sup> lesson of the semester.
- No refund: Withdrawal after the 4<sup>th</sup> lesson.
- All eligible refunds will be calculated at the end of the school year, or at the termination of lessons. **Refunds will not be given for a student absence if the teacher offered make up lessons but the family declined to schedule make up lessons.** CHS student refunds will be credited to the FACTS account; non-CHS students will be sent a refund check. (Refunds will not be given for scheduled make up lessons for which a student is absent).