

Upper Valley Music Center Student Handbook

Tuition and Payment Plans

Tuition may be paid in full or by electing a payment plan and is due in advance of the first lesson or class. If electing a payment plan, a credit card number must be held on file at UVMC. If electing a payment plan, past due payments will be charged to the card on file.

Registrations that are not paid partially or in full before the first lesson or class will be charged a late fee of \$30.

Families with multiple members enrolled, or a student registering for more than one program, receive a discount of 10% off their total bill. (This discount does not apply to Music Together programs.)

Tuition fees will be pro-rated for new students who enroll after the term has started.

Withdrawal/Refunds

Notice of withdrawal from individual instruction and all requests for refunds must be made to the Registrar in writing or via email. Verbal notice or requests from students and parents cannot be accepted. Families who choose to use our payment plan are still obligated to pay the full tuition amount if they withdraw after the sixth lesson. Due to the increasing difficulty in filling empty lesson slots as the term progresses, refunds are made on the following basis:

Withdrawal	Credit
Before the first scheduled lesson/class	100% of tuition
Before the sixth lesson (individual lessons)	50% of tuition
<i>For group classes and ensembles, refunds cannot be made after the first scheduled class</i>	

Full refunds will also be made in situations where class size is not sufficient, and on request in particularly extenuating circumstances. UVMC does not refund the annual registration fee.

Absence/Attendance Policies

Teachers are not required to wait more than 15 minutes for students late for their lesson. If you cannot attend a lesson, please call UVMC or email your private teacher at least 24 hours before the lesson time.

Faculty provide make up lessons for UVMC closings (following the Lebanon School District weather cancellations) and for lessons that the faculty member must cancel. Lessons cancelled by students are not eligible for make-up. You will receive a copy of your teacher's teaching schedule and a list of contact information for each student within your teacher's studio. If you discover that you must miss a lesson, and would like to contact another student to arrange for a switch of lesson times, you are welcome to do so. Please make sure that the student you are switching with has the same lesson length as you, and that you inform your teacher of the switch. If an unplanned and unavoidable circumstance arises mid-semester that requires you to miss a lesson, please speak with your teacher directly about their ideas for make-up options.

If a faculty member must cancel a lesson, it is the faculty member's responsibility to reschedule a make-up lesson at a mutually convenient time for both student and teacher during make-up weeks.

UVMC considers music study a year-long activity. We understand that children are active in sports, clubs and other after-school activities. However, we encourage you to keep the same lesson time throughout the year.

Changing Instructors

If a student desires to change instructors (including to outside local private teachers), for courtesy's sake, both teachers should be contacted. If you have specific concerns that you are unable to discuss with your teacher, please contact the UVMC Executive Director.

Lesson Etiquette

In order to start on time, please come at least 5 minutes prior to your lesson time. Be sure all young students have clean hands and faces, and have time to use the restroom, if needed.

To facilitate the highest quality learning experience for all parents and students, cooperative and appropriate behavior is necessary during lessons, classes and special events (concerts and recitals). Please turn off all electronic devices during these times.

If the student has siblings, please check with your teacher before bringing them along. In many lessons, they are welcome to come and observe, providing they are not a disturbance to the learning environment.

Emergency Closings

For cancellation days, the UVMC follows the Lebanon School District snow day cancellation schedule, regardless of which district your child is in! If there are other reasons the district closes, such as facility issues, lessons will continue as normal. If there are any questions, please call UVMC. You will be informed via email. Lessons cancelled for weather issues will be made up. The UVMC is not liable for accidents.

If the Lebanon School District has a 2-hour delay in starting the day, we will cancel lessons that begin before 9am.

Tuition Assistance

The Upper Valley Music Center believes that all residents of the Upper Valley, no matter what their financial situation, should have access to quality music education. Tuition assistance is given to a student on the basis of need, availability of funds, and commitment to music study. In order to apply, please complete the Tuition Assistance application available at www.uvmusic.org or in the main office. As part of your application, you must send a copy of your most recently completed federal tax Form 1040 (first two pages), or other verification of income.

Tuition Assistance applications must be completed at the time of registration before the first lesson or class in order to be considered.

All information is held in strict confidence. You will be notified of your tuition assistance award, if any before the first class. The remaining balance must be paid in full or by electing a payment plan before classes begin.

Please refer to www.uvmusic.org for further information on our tuition assistance policy.

Permission for Use of Photographs and Video

Photographs of registered students taken during UVMC classes and events are considered eligible for publication and public use, unless the student's family submits a written request to the contrary at the time of registration. All such student requests will be honored.

I have read and accept the above Policies and Procedures.

Signed _____