



## Policy Statement

**Attendance/Absences** - Regular attendance is expected. As a courtesy to the instructor, if a student must miss a private lesson, he or she must notify the school. Students taking private lessons are allowed one excused absence in the first semester and one excused absence in the second semester. A make-up lesson will be offered for an excused absence. After one excused absence per semester, all other absences will be "unexcused." Unexcused absences are not subject to make-ups, credits or refunds. Excused absences that have been paid for and cannot be made up by the close of the semester are credited to the student's account. Credits will remain on account for up to one year and are not subject to refund. The Music School reserves the right to discontinue a student with poor attendance at anytime. In case of prolonged illness or injury, the school should be notified.

**Cancellation by the School** - If an instructor must cancel a lesson; a make-up lesson will be scheduled at a time that is mutually convenient for both student and instructor. Lessons cancelled by the school or instructor, which cannot be made up by the close of the semester are credited to the student's account. Credits will remain on account for up to one year and are not subject to refund.

**Religious Holidays** - With at least one week's notice to the teacher and the office, one regularly scheduled individual lesson per semester that is missed due to a religious holiday will be rescheduled as a make-up or credited to the student's account.

**Tardiness** - Students who are late for a lesson cannot be guaranteed their full lesson time. Faculty will wait for a student for one third of the lesson time before starting another lesson or leaving. Missed lesson time due to faculty tardiness will be made up at a mutually convenient time.

**Withdrawals/Refunds** - Students are considered to be continuously enrolled September to June, ensuring that a time slot and instructor are reserved for them. In the event that a student elects to discontinue lessons before the end of the session, eight days written notice submitted to the Office is required. Notice to the instructor is not sufficient, nor is nonattendance. Any make up lessons that have not been taken prior to the withdrawal are forfeited and not refundable.

**School Closings/Inclement Weather** - In case of inclement weather, please check Thames Valley Music Schools voice mail at 860-439-2749 for cancellation messages. We will also post closings on NBC 30 ([www.nbc30.com](http://www.nbc30.com)) and News Channel 8 ([www.wtnh.com](http://www.wtnh.com)). Students will not receive personal notification from TVMS. In the event of a closing, the missed lesson will either be made up or a credit will be issued at the end of the semester.

**Media Release** - Unless notified in writing by the Parent or Guardian that permission is not granted, permission is granted for TVMS to photograph, make audio or video footage of classes, lessons and/or activities without advance notice and to publish such photos, audio and video footage royalty-free in its print, audio and electronic promotions, including its website.

**Financial Aid** - The mission of Thames Valley Music School is to provide quality education in music, and to make instruction accessible to peoples of all ages, backgrounds, economic means and levels of ability. Charitable contributions allow TVMS to offer limited financial aid to those who demonstrate a need. The amount of aid awarded is based on household income, family size, financial obligations, and is limited by the availability of TVMS resources. To apply for financial aid, a Financial Aid form must be submitted with documentation of income and a registration form. Applications are kept confidential and must be updated yearly. Continued aid is dependent upon attendance and teacher/director evaluation. TVMS reserves the right to discontinue any financial aid award because of frequent absence or tardiness.

The Thames Valley Music School is a Not For Profit Organization in compliance with IRS code 501 (c) (3). All donations to TVMS are fully tax deductible. TVMS does not practice or permit discrimination on the basis of sex, age, race, national origin, religion, or physical handicap or disability.