



THAMES VALLEY
**MUSIC
SCHOOL**
AT CONNECTICUT COLLEGE

Policy Handbook

1. School Calendar

Registration and tuition are based on the academic year (September through June) unless otherwise specified. Tuition will be prorated when necessary. Thames Valley Music School has three sessions: Fall, Spring and Summer. Tuition should be paid in full in advance to avoid late fees, unless paying on a payment plan discussed below.

2. Registration Fees

A \$30.00 Annual Registration Fee per family is applied once an academic year (September 1 through August 31).

3. Withdrawal

In the event that a student elects to discontinue lessons before the end of the session, eight (8) days written notice submitted to the school is required. Refunds will only be given within three weeks of commencing lessons. Notice to the instructor is not sufficient. Any make-up lessons that have not been taken prior to withdrawal are forfeited and not refundable.

4. Termination of Lessons

Thames Valley Music School reserves the right to dismiss any student because of frequent absences, tardiness, or disruptive or injurious behavior. Thames Valley Music School also reserves the right to postpone or cancel any program due to insufficient enrollment. In the event that a class is canceled, a full refund or credit is issued.

5. Online Lessons

All Thames Valley Music School policies apply to online programming, including absences, schedule changes, withdrawals and terminations as outlined herein. We recommend students below the age of 18 have a Parent or Guardian in the room with them at the time of the lesson due to the private nature of distance learning. Parents are encouraged to engage in and assist with online lessons for younger children.

FINANCIAL POLICIES

1. Payment Options

Tuition should be paid in full on or before the first lesson. Cash is accepted along with paper checks and electronic checks and money orders which should be made payable to "Thames Valley Music School".

Please note that a \$25.00 fee will be assessed for payments returned for insufficient funds.

Credit/Debit cards: All major credit cards are accepted.

Please note that all credit/debit card transactions are subject to an additional \$5.00 processing fee.

2. Payment Plan

Students may pay their invoice in full or in installments by enrolling in a two or three payment Installment Plan. An Installment Plan can be arranged for each invoice.

The two payment Installment Plan carries a \$10.00 fee, the three payment Installment Plan carries a \$15.00 fee.

3. Late Fees

Payments not received by the due date are subject to a \$25.00 late charge. Partial payments received on an account not enrolled in an Installment Plan will automatically be assessed a \$15.00 fee.

4. Financial Aid

The mission of Thames Valley Music School is to provide quality music instruction that is accessible to people of all ages, backgrounds, economic means and levels of ability. Thames Valley Music School offers limited financial aid to students based on need. Aid awarded is based on household income, financial obligations, and is limited by the availability of Thames Valley Music School 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. Thames Valley Music School reserves the right to discontinue any financial aid award because of frequent absence or tardiness.

5. Discounts

Discounts cannot exceed 10% per student. 10% discounts are available to the following:

- families with more than one child enrolled in our private instruction program
- students taking lessons on more than one instrument
- all seniors enrolled in our private instruction program

6. Delinquent Accounts

Thames Valley Music School reserves the right to suspend or discontinue instruction of any student who is delinquent in fulfilling his/her financial obligation at any time during a semester. Students with delinquent accounts may not register for the next semester or summer programs until the account is paid in full.

GENERAL POLICIES

1. 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 regarded as "unexcused." Unexcused absences are not subject to make-ups, credits or refunds. Exceptions will be made in the event of prolonged illness, injury or cases of COVID-19. 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 school reserves the right to discontinue a student with poor attendance at any time.

2. 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.

3. Religious Holidays

With at least one week's notice to the teacher and the office, regularly scheduled individual lessons that are missed due to religious holidays will be rescheduled as a make-up or credited to the student's account.

4. 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 leaving. Missed lesson time due to faculty tardiness will be credited or made up at a mutually convenient time.

5. Parental Responsibility

Parents are responsible for their child's safe arrival at the school and for picking them up at the end of the lesson. Instructors and staff are not able to supervise children before or after lessons. Also, we ask that parents supervise young children in the hallways, waiting areas and bathrooms as a courtesy to instructors and other students.

6. School Closings/Inclement Weather

In case of inclement weather, please check Thames Valley Music School's voice mail at 860.439.2749 or website (www.thamesvalleymusicschool.org), FACEBOOK, NBC 30 (www.nbc30.com) and News Channel 8 (www.wtnh.com). **Students will not receive personal notification from Thames Valley Music School.** 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.

7. Media Release

Unless Thames Valley Music School is given advance written notice to the contrary, students, upon registration, give consent for Thames Valley Music School to take photos, audio recordings or video footage of classes, lessons and/or concerts without notice and to publish such photos, audio and video footage royalty free in its print, audio and electronic promotional events, including its website and on

social media. This consent also releases Thames Valley Music School from any expectation of confidentiality for minor children.

8. Coronavirus / COVID-19 Warning & Disclaimer

By enrolling my child/children with Thames Valley Music School, I hereby acknowledge that Coronavirus, COVID-19 is an extremely contagious virus that spreads easily through person-to-person contact. Federal and state authorities recommend social distancing as a mean to prevent the spread of the virus. COVID-19 can lead to severe illness, personal injury, permanent disability, and death. While Thames Valley is taking every precaution to keep students and teachers safe (***please see our COVID policy***), participating in Thames Valley Music School programs could increase the risk of contracting COVID-19. Thames Valley Music School in no way warrants that COVID-19 infection will not occur through participation in Thames Valley Music School programs.

9. Release of Liability

I hereby release and hold harmless Thames Valley Music School, its directors, officers, employees, contractors, agents and volunteers from any and all liability, injury, loss, damage or claim of any kind that may result from my or my child's attending or participating in any Thames Valley Music School lesson or program. I further authorize Thames Valley Music School and its employees or agents to provide emergency treatment on my child's behalf.

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