

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. Music Theory classes do not count as 'second' classes for students in Individual Lessons or the Suzuki Program.)

Tuition fees for individual lessons will be pro-rated for new students who enroll after the term has started. Tuition for group classes and ensembles cannot be pro-rated.

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

Before the first scheduled lesson/class

Before the sixth lesson (individual lessons)

For group classes and ensembles, refunds cannot be made after the first scheduled class

Credit

100% of tuition payment

50% of tuition payment

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.

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. A new application must be submitted for each term.

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.

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.

UVMC considers individual lesson study to be a long term relationship with your teacher. If you have to miss a lesson due to illness or another reason, you continue to have the benefit of your previous week's assignments and the continued expectations for your next lesson. Additionally, some faculty may be available for consultation by email on a week when you have to miss a lesson.

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. 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 at info@uvmusic.org.

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.

If dropping a student off for a lesson, parents/caregivers are responsible for picking up their child promptly at the end of the lesson. If a teacher is forced to wait for your child, you will be billed at the regular lesson rate for any extra time.

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 the Lebanon School District has a 2-hour delay in starting the day, we will cancel lessons that begin before 9am. If there are any questions, please call UVMC. Closing information will be posted on UVMC's website, outgoing phone message, and emailed to enrolled students. To ensure you receive closing notices, please add info@uvmusic.org to your address book. Lessons cancelled for weather issues will be made up. UVMC is not liable for accidents.

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.

Studio Recital Series

The UVMC Studio Recital Series presents an opportunity for students of UVMC teachers to perform for a small audience in a recital setting. Individuals and ensembles are welcome. Piano accompaniment is available to all performers as part of tuition. Ask your teacher about recital dates!

Showcases

UVMC hosts two annual student showcase concerts. The Suzuki Showcase features students from our Suzuki Program and the UVMC Showcase features performances by UVMC groups, ensembles, and individual students. The showcases are free and open to the public to attend.

Public Concerts

UVMC welcomes the public to attend and enjoy concerts given by UVMC students and ensembles including orchestras, choruses and chamber ensembles. UVMC's faculty also performs throughout the year. Check out www.uvmusic.org for upcoming events and details.

Other Activities and Events

UVMC schedules activities throughout the year including performances at companies, senior citizen centers, churches, public events, and more. If you are interested in creating an event or collaborating with UVMC please contact info@uvmusic.org.

Summer Lessons, Camps, Classes, and Workshops

Lessons, camps, classes, and workshops continue at the Upper Valley Music Center all summer long! Flexibility in scheduling lets you decide when to have lessons. Look for the Summer Course Catalog in early 2018.

UVMC Faculty

For listing and full biographies, please see the Faculty link at www.uvmusic.org.

Strings-In-Schools Program

UVMC provides selected area elementary schools with on-site string instruction in a group setting. All Strings-in-Schools programs are offered in cooperation with local school systems. This program is a great opportunity for children to learn a string instrument, conveniently offered at the school during the school