

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 and all requests for refunds must be made to the Administrative Manager 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 any remaining tuition due at time of withdrawal. Refunds can be made on the following basis:

Withdrawal

Individual Lessons - Fall & Spring Terms

Before the first scheduled lesson

Before the sixth lesson

After the sixth lesson

Individual Lessons - Summer Term

Before first day of Summer Term

On/after first day of Summer Term

Group Lessons and Ensembles

Before the first scheduled class

After first scheduled class

Summer Programs

More than 3 weeks before program start

Less than 3 weeks before program start

Workshops and Masterclasses

Credit

100% of tuition payment

50% of tuition payment

No refund

100% of tuition payment

No refund

100% of tuition payment

No refund

100% of tuition payment

No refund

No refund

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If a group class or ensemble is not run due to low enrollment, a full refund will be made. UVMC does not refund the annual registration fee. Refunds may be made on request in particularly extenuating circumstances. Such request must be made in writing to the Administrative Manager.

Minimum Registration for Classes and Ensembles

Group classes and ensembles run based on meeting minimum registration. All group classes and ensembles meet for the first scheduled class regardless of pre-registration. Registration must meet minimum requirements by the second class in order for a class to run. If a class does not run, notification will be made to enrolled members before the second class and a full refund will be made.

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.

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Absence/Attendance Policies

Teachers are not required to wait more than 15 minutes for students late for their lesson.

Lessons canceled or missed by students for any reason are not eligible for make up. Lessons canceled by UVMC (e.g. weather, faculty illness, etc.) will be made up during make up week or at a mutually convenient time for both student and faculty.

Individual lesson study is a long term relationship with your teacher, and the benefits of such a relationship continue even if you have to miss a lesson due to illness or another reason. In the event of a student's absence, previous lesson assignments will continue to be valuable as well as the continued expectations for the next lesson. Additionally, sometimes faculty may be available for consultation by email on a week when you have to miss a scheduled lesson.

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 10am. 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.

Trial Lessons

Individual Lessons - Students may take a trial lesson in order for a student and faculty member to determine a mutually good fit for further instruction. A trial lesson is a one-time, paid lesson with no further commitment. A registration fee is not charged for a trial lesson.

Suzuki Program - The Suzuki Program encourages prospective students to observe lessons and group classes, but does not offer trial lessons. Observations may be arranged by contacting the Suzuki Program Coordinator.

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.

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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 with your child, you will be billed at the regular lesson rate for any extra time.

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.

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.

Parking

Parking is available in UVMC's unpaved parking area behind the building and public street parking. Please do not park at any time in the paved parking lot behind our building, which belongs to our neighbors. During our busiest hours, 2-7 pm, please use Lebanon street parking. This will ensure that the UVMC lot is available for students with limited mobility and our faculty, who must park for long hours. Please follow all posted parking time limits and restrictions in street parking spaces.