

GENERAL POLICIES

Registration

The Academy is pleased to add new students whenever space is available. The Academy's academic year consists of two semesters of 18 lessons each. *A student is registered and is financially responsible for one Semester (or the remaining number of lessons in that Semester if starting mid-Semester).* Students will be automatically registered for the next Semester using the same payment option and method unless a formal notification of withdrawal is given to the Front Desk in writing prior to the first scheduled lesson of the next Semester.

In order to be accepted into the Academy, please fill out the Student Registration Form. A choice of schedule will not be reserved and the student will not be able to start lessons until the completed Registration Form, Registration Fee and Materials Deposit are received. Please note that all lessons are filled on a first come, first serve basis. Once the registration form is received, the Director will be in contact to discuss student/instructor placement and lesson day/time options.

Fees

The annual Registration Fee of \$30 per student or \$45 per family is **non-refundable** and is due at the time of registration. In addition, a Materials Deposit of \$40 per student will be collected at the time of registration for all new students. This deposit will be used to pay for materials to be used in conjunction with the registered activity. Replenishments in \$40 increments will be invoiced throughout the academic year as the balance falls below \$5.00. Any unused deposit at the end of the academic year will be applied to the next academic year unless a refund is formally requested in writing.

A \$25.00 NSF fee will be assessed for any returned check or declined electronic funds. All payments are due within 10 days. All invoices will be issued via email. *A \$10.00 late fee per week will be assessed for any payments not received by the due date.*

Discounts

Families registering for three or more lessons will receive 5% off tuition for the third and additional lessons.

Refunds

Full refunds, including registration fees, will be given in cases of insufficient enrollment that results in cancellation of a class or workshop. Partial tuition refunds will be considered in cases of prolonged illness or injury.

Student Supervision

All children under the age of 12 must be escorted into the Academy by a responsible adult and remain with the responsible adult until the child is with the instructor for their lesson. For children 12 years and older, a responsible adult must drop-off and pick-up the student in a timely manner. Charlotte Academy of Music is not responsible for the student before or after their assigned lesson time.

Student Absence / Make-Up Lessons

Students taking private lessons are allowed one (1) make-up lesson per semester (two (2) during the course of the academic year) for student cancellations. All make-up lessons must be scheduled with the Instructor. *ALL make-up lessons must be completed by the end of the respective semester. Make-up lessons will not be allowed to be carried forward to the next semester or made up during the Summer Session.*

There are no make-up classes for the Academy Children's Choir, Chamber Ensemble or group lessons. All lessons (including the Academy Children's Choir, Chamber Ensemble and group lessons), classes or workshops cancelled because of instructor absence or school closing will be made up.

Practice

The instructor will make the student and parent aware of specific practice expectations. Each practice session should be free of household distractions.

Lesson Protocol

It is the student's responsibility to go to the music lab or to their lesson at the appropriately scheduled time. Parents are welcomed to remain in the reception area during the student's lesson. If a student is tardy, their lesson will not be extended past their originally scheduled lesson time.

Food / Drink

No food or drink (except bottled water) is allowed in the Academy.

Academy Closing / Inclement Weather

In the case of inclement weather, the Director will make a decision whether the Academy will be open. A message will be recorded on the Academy's voicemail and a notice will be posted on the Academy's website.