

## ENROLLMENT & FINANCIAL POLICIES

**Open Enrollment** Students can register throughout the academic session for private study. Tuition will be prorated based upon start date.

**Registration Fee** An annual registration fee of \$25 per account is assessed each September. New accounts established May through August may postpone payment of the fee until September. The income generated by the fee supports student services that are complementary to, but not a part of, the core instructional program. Services include opportunities for extended learning through workshops, play-ins, recitals, field trips, etc. with no additional charge to the student. These services are in support of creating a supportive and enriched learning environment.

### TUITION PLAN ENROLLMENT OPTION

**Payment** All lessons must be paid for in advance of the lesson. Payments can be made with cash, check, or charge to a debit/credit card. We accept Visa, MasterCard, and Discover. For installment payments, a credit/debit card must be kept on file for automatic billing on the payment due date.

**Student Absences** Please notify the school of a student absence. To encourage student attendance and provide income stability for our faculty members, we are not able to provide refunds or credits for student absences. Students and families may work with their faculty member to explore make-up lesson options.

**Faculty Absences** Faculty will make every attempt to alert students of their intended absence one week in advance. In the event of illness or sudden cancellation, students will be contacted by the school office and/or faculty member first via email followed by a phone call.

All students will be offered a make-up lesson. If a suitable make-up lesson time cannot be established, an account credit will be granted. Students on the monthly payment plan will have the credit applied to the next month's billing cycle. Students who have paid in full and did not receive a make-up lesson prior to the end of the term will be granted a refund and checks will be issued on September 4, 2018.

**Withdrawal** If a student wishes to withdraw prior to the end of the term, the student's withdrawal date will be set to the last day of the month. If the lessons have been paid for beyond the last day of the month, a prorated refund will be granted.

## TICKET PLAN ENROLLMENT OPTION

**Payment** All lessons must be paid for in advance of the lesson. Payments can be made with cash, check, or charge to a debit/credit card. We accept Visa, MasterCard, and Discover. We require that a credit/debit card must be kept on file.

**Student Absences** Please notify the school of a student absence. Students who provide a 24-hour notice of cancellation will not be charged for the lesson. Cancellations (or failure to make it to the lesson) with less than 24-hours notice are charged for the lesson. The school will charge the debit or credit card on file.

**Faculty Absences** Faculty will make every attempt to alert students of their intended absence one week in advance. In the event of illness or sudden cancellation, students will be contacted by the school office and/or faculty member first via email followed by a phone call.

**Withdrawal** Lesson tickets are not refundable. We ask that students provide a 2-week courtesy notice if they choose to withdraw.

## ADDITIONAL POLICIES

### CLASSROOM & STUDIO POLICIES

**Youth Student Safety** Students should arrive no earlier than 15 minutes prior to the start of their lesson or class and should be picked up promptly when the lesson or class is scheduled to end. If arriving early, students may take a seat in the hallway. If a parent or guardian will be late to pick up their student, we ask that the school is contacted. Students are not allowed to wait outdoors. Please come into the building to pick up the student.

**Tardiness** Due to faculty and studio schedules, students who are late for a lesson cannot be guaranteed their full lesson time. Faculty will wait ten minutes for a student to arrive before assuming the student will not be attending the lesson.

**Injuries** Please notify the school immediately of any injuries or medical concerns that may affect student participation.

### GENERAL POLICIES

**Kindermusik Sibling Discount** Families with multiple enrolled students in the same Kindermusik class qualify for a 50\$ discount on the subsequent child's tuition.

**Outstanding Balances & Delinquent Accounts** Cascade School of MUsic reserves the right to suspend or discontinue instruction of any student who is delinquent in fulfilling financial obligations. A \$10 late payment fee may be assessed on all unapproved payments.

## GENERAL POLICIES, continued

**Returned Check** The return of a check issued to Cascade School of Music results in the application of the returned check fee on the student account.

**Discrimination Policy** Cascade School of Music does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all staff, clients, volunteers, subcontractors, and vendors.

Cascade School of Music is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

**Instrument Rental Policy** Students may rent an instrument from the school. Ownership of the rental instrument remains with Cascade School of Music. In the case of theft, loss or irreparable damage to the instrument, the total instrument value becomes payable to Cascade School of Music by the student or family.

**Parking** Parking is available outside of Cascade School of Music. However, parking can be a challenge during peak programming start and end times. We ask that patience is exercised while negotiating the parking lot. Parking is not allowed in the nearby residential or business lots.

**Photo Release Policy** Students give Cascade School of Music the right to take photographs and videos in connection with music instruction and performance. We ask for permission to use, reproduce, or publish student images, likeness, or voice without compensation or any other consideration, in photographs and/or video for purposes of publicizing Cascade School of Music programs and initiatives and for any other lawful purpose. These photographs and audio-visual recordings are the property of Cascade School of Music and will not be returned. In addition photographs and audio-visual recordings will be in the public domain and Cascade School of Music may further reproduce, edit, alter, copy, exhibit, publish, or distribute these photographs and audio-visual recordings without further permission. By agreeing, students/guardians waive the right to inspect or approve the finished product, including any written or electronic copy, wherein the student's image, likeness, or voice appears. By providing permission, the student/guardian hereby hold harmless and release and forever discharge Cascade School of Music from all claims, demands, and causes of action which his/her, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

**Privacy Policy** Your privacy is important to us. The information we collect is used to successfully deliver educational programming. We do not share your information outside of our organization, and any information released to support funding or grant applications is shared in a way that is non-identifying and aggregated.