

STUDIO POLICIES AND GUIDELINES

Creative Music Center is committed to creating a positive learning and teaching environment for its students and staff. For this reason, it is important that all students and parents understand and abide by the studio policies as outlined below.

REGISTRATION

Creative Music Center accepts music students of all ages and abilities based on availability year-round. New students may register at the [Creative Music Center](#) website, by phone (203) 261-7301 or in person at the store. A non-refundable registration fee of \$20 must accompany each registration form when your lesson time/day is reserved.

PAYMENTS

Lesson payments are due by the 28th of each month prior to lessons being given. For example, October lesson payments are due by September 28th; November lesson payments are due October 28th, etc. The number of lessons billed is based solely on the number of lessons for your given day in the next month. (e.g., if your lesson day is Monday and there are four Mondays in a month, you will be billed for four lessons; if there are five Mondays in the month, you will be billed for five.) Lessons are pro-rated for new students according to their start date. Below please find a payment reference chart that lists the number of lesson days per month for the 2013-2014 academic year:

Creative Music Center						
2013-14 Lessons per Month by Lesson Day						
3 Lessons = \$111 4 Lessons=\$148 5 Lessons=\$185*						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
September	4	4	4	4	4	4
October	4	5	5	5	4	4
November	4	4	4	4	5	5
December**	3	3	3	3	3	3
January	4	4	4	5	5	4
February	4	4	4	4	4	4
March	5	4	4	4	4	5
April	4	5	5	4	4	4
May	3***	4	4	5	5	5
June	5	4	4	4	4	4
July	vacation flex = 1 excused absence credit/month					
August	vacation flex = 1 excused absence credit/month					
3 Lessons = \$111 4 Lessons= \$148 5 Lessons= \$185*						
* Prices based on 30-minute lessons						
**Winter Holiday. No lessons 12/23/13 thru 1/1/14 -- start back 1/2/14.						
***Memorial Day 5/26. No lessons						
	Fall/Winter Session				Winter/Spring Session	
	1 excused absence credit allowed				1 excused absence credit allowed	

New students pay a \$20 registration fee. Families registering more than one child at the same time pay a maximum registration fee of \$30. Registration is always on-going.

Creative Music Center accepts check, cash or credit card (Visa/MasterCard, American Express and Discover). An active credit card is required at the time of registration regardless of whether you choose auto pay. If you choose auto pay, this card will be used to charge tuition and any outstanding lesson book/accessory charges on your account. If you do not choose auto pay, this credit card is used only in the case of a past due lesson payment and open account balances for the purchase of music or accessories. All credit cards numbers are confidential and secure. Auto charge customers will be charged on the 28th of the month prior to lessons. Customers are required to keep your credit card information updated. A \$15 late fee per month will be applied to past due accounts. There is a grace period of 10 before the late charges are applied. In the case of non-payment, lessons will be suspended until the account is current.

Please note: Students wishing to discontinue lessons must give the studio a minimum notice of two lessons.

MISSED LESSONS

Consistency and commitment are the keys to developing and mastering any pursuit, including music. Therefore, students are encouraged to attend every lesson in order to advance their skills. If your student must miss a lesson, we ask that you please call the studio a minimum of 24 hours in advance of the lesson day that will be missed. We do not issue refunds for missed lessons and missed lessons are not made up. However, each student will receive one excused absence credit per semester block. The blocks are as follows: Sept 1 – Jan 31 (Fall/Winter) and Feb 1 – June 30 (Winter/Spring). This credit becomes available to new students after four lessons. To utilize your excused absence credit, the studio must be notified in advance and no later than 12 noon on the same day the lesson will be missed.

If your teacher is absent, a substitute may replace the teacher for that week. There are no credits for lessons missed if a substitute has been provided. Should your teacher be absent for more than two weeks, you will be notified by phone call or e-mail. Students will not be charged for studio holidays or teacher absences if we are unable to provide a substitute. Creative Music Center studio holidays are listed below.

STUDIO HOLIDAYS

Please note: Creative Music Center does not follow the public or private school holiday calendar.

Creative Music Center will be closed on the following holidays:

- Labor Day
- Thanksgiving
- December 23rd through January 1st
- Memorial Day
- July 4th

WEATHER CANCELATIONS

Creative Music does not follow the public school open/close schedule. If you have questions regarding lesson cancellations due to inclement weather, please check the [home page](#) of this website or call the store at (203) 261-7301. Whenever possible, closings will also be listed on www.wtnh.com and www.wfsb.com.

**** Creative Music Center is not responsible for students or siblings of students left unattended. ****