



TURTLE BAY
MUSIC SCHOOL

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2016-2017 POLICIES AND PROCEDURES

ENROLLMENT:

- **Registration is ongoing.** For private lessons, tuition may be pro-rated according to your start date. Group classes cannot be prorated.
- Registrations are scheduled on a first come, first served basis.
- To enroll, all students must pay tuition charges including the non-refundable registration fee(s):
 - Full-year registrants pay a one-time registration fee of \$70
 - Half-year registrants pay a \$45 registration fee due at the beginning of each half.
 - Summer session students pay a \$20 registration fee.

TUITION:

- Full-year registrants:
 - Your tuition may be paid in full or in installment payments (maximum of 8). Payment plans are available with a service charge of \$10. To set up your payment plan, please contact Amy Desiato at amy@tbms.org or (212)753-8811 ext. 213.
 - All payments made more than 30 days past their due date incur a \$5 late fee per 30 days.
- Half-year and Pro-rated registrants:
 - Your tuition may be paid in full or in installment payments (maximum of 4). Payment plans are available with a service charge of \$10. To set up your payment plan, please contact Amy Desiato at amy@tbms.org or (212)753-8811 ext. 213.
 - All payments made more than 30 days past their due date incur a \$5 late fee per 30 days.
- Installment payment plans are not available for Flex Passes or the Intro Package. All tuition charges and fees for these courses are due in full at registration.
- Payments can be made by cash, check, or MasterCard/Visa.
 - Payments by phone for a semester or less of lessons or classes incur a \$10 convenience fee. Payments by phone for a full year of lessons or classes incur a \$20 convenience fee.
 - Incomplete tuition payments will be submitted for collection.
 - The fee for a returned check is \$20.

WITHDRAWALS, REFUNDS, AND DISMISSALS:

- To withdraw from a lesson or class, a student must send written notification to Sarah Evans at least seven days prior to the final lesson date. Informing the teacher of withdrawal will not be considered a full notice of withdrawal.
- Refunds are granted at the School's discretion based on factors such as teacher scheduling and lesson cost. Tuition totaling five classes will be deducted from all approved private lesson refunds after the date of withdrawal. Refunds cannot be given for group classes.
- A student may be dismissed with no refund of tuition for the following reasons:
 - Five consecutive absences
 - Disciplinary problems
 - Failure to make prompt payments on installment plans.

MAKE-UP LESSONS:

- Registering for a lesson day and time contracts the assigned teacher for your specific day and time weekly. Teachers are restricted from teaching students outside of this time, unless it is necessary to do so to make up a **teacher** absence. Teachers are **not obligated** to make up lessons which have been cancelled by the student.
- Teachers are not obligated to wait more than 15 minutes after the start time of a lesson for tardy students, and are not obligated to make up that missed time.
- If a teacher cancels a lesson or class, an alternative will be offered.