

## RECITALS AND PERFORMANCES

Performing is an integral part of the musical experience. Recitals are held at the end of the Fall and Spring Semesters. These are optional, but all school-aged students are encouraged to participate and our faculty members help to ensure that the performance is a positive experience. Intermediate and advanced students are invited to perform in two additional recitals each year, and CMS students often participate in community events as well. A recital for adult students is offered each semester. Other opportunities for performance include the annual holiday concert, mid-semester recitals, and open house.

### 2016-2017 Business Office Hours

#### September through June

Mon - Thurs: 9 am to 7 pm

Fri: 9 am to 5 pm

#### July and August

Mon - Thurs: 9 am to 5 pm

Fri: 9 am to 1 pm

#### Contact us:

860-767-0026

info@community-music-school.org

www.community-music-school.org

#### Mailing address for both sites:

P.O. Box 387

Centerbrook, CT 06409

Abigail Nickell, Executive Director  
Robin Menzies, Student Services Coordinator  
Carolyn Vallee, Operations Associate  
Cindy Ott, Evening Receptionist

## COMMUNITY MUSIC SCHOOL

*Our mission is to provide a full range of the finest possible instruction and musical opportunities to persons of all ages and abilities, to increase appreciation of music and to encourage a sense of joy in learning and performing, thus enriching the life of the community.*

*Community Music School is a 501(c)3 charitable organization serving the community through music education and appreciation.*

*E.I.N. #22-2552861*



Department of Economic and  
Community Development

Office of the Arts



# 2016-2017 Policy Handbook

**Mailing Address:** P.O. Box 387  
Centerbrook, CT 06409

**Physical Addresses:**  
90 Main Street (Spencer's Corner)  
Centerbrook, CT 06409

179 Flanders Road, Unit 3  
Niantic, CT 06357

(860) 767-0026  
info@community-music-school.org  
www.community-music-school.org

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## REGISTRATION & ATTENDANCE

Registration obligates the student to complete the semester (generally 17 weeks). Your registration reserves your teacher's time during the year at that specific time period each week, **regardless of student non-attendance, vacation, field trips, school music obligations, sports, etc.** Cases of extended illness will be handled on an individual basis.

Students who are late for a lesson cannot be guaranteed their full lesson time. Faculty are instructed to wait for a student for one third of the lesson time before starting another lesson or leaving.

As a courtesy to your instructor, please notify CMS in advance of any absence by calling 860-767-0026. **There are no refunds or credits given for missed lessons.** One student absence per semester may be made up by request and is dependent upon instructor availability. Prior notice does not exempt the student from paying as contracted, nor does it grant the student a make-up lesson at no charge. Instructors are under no obligation to make up student absences.

Group classes and ensemble registrations may NOT be prorated. Students who know of anticipated absences may request materials or assignments from the instructor to be worked on during the absence.

## INSTRUCTOR ABSENCE

An instructor's absence or school closure requires that all missed lessons will be made up during the semester, or the student's account will be credited. Missed lesson time due to faculty tardiness will be made up at a mutually convenient time.

## SCHEDULE CHANGES

Requests for a change in timeslot during a semester must be made **in writing**. Availability of another timeslot is not guaranteed and there are no refunds for contracted lessons (see Registration & Attendance and Student Withdrawal).

## STUDENT WITHDRAWAL

No refunds are made for student withdrawal except for new students who withdraw within 3 weeks, and in extreme circumstances. Notice of withdrawal must be made **in writing** to the Business Office. New students who withdraw before 3 weeks of lessons receive a refund for the balance of the semester. In all other cases, including Kindermusik, the decision to grant a refund is at the discretion of the Executive Director and the Board of Trustees.

## TERMINATION OF LESSONS

CMS reserves the right to dismiss any student because of frequent absences, tardiness, or disruptive or injurious behavior. CMS also reserves the right to postpone or cancel any program due to insufficient enrollment. In the event that a class is cancelled, a full refund or credit of both registration fee and advanced tuition deposit is issued.

## PAYMENT POLICIES

**Payments:** We accept cash, check, money order, Visa, MasterCard, Discover and American Express. Full payment is due at or before the first lesson unless you arrange in advance to participate in a Payment Plan.

**Late Fees:** Accounts overdue by greater than one month are subject to a \$25 late charge.

**Financial Aid:** The CMS Scholarship Fund offers financial aid to students who qualify for assistance. Previous scholarship recipients must apply each new school year. Please contact the Business Office to request an application or download one from our website.

**Delinquent Accounts:** CMS reserves the right to suspend or discontinue instruction of any student who is delinquent in fulfilling his/her financial obligations at any time during a semester. Students with delinquent accounts may not register for the next semester or summer programs until the account is paid in full.

## DISCOUNTS

- A 5% discount is offered for the 2nd instrument or family member for private lessons only during the Fall and Spring semesters.
- A 10% discount is offered to seniors, age 65 and over.

## EMERGENCY CLOSING

Notification for closure due to weather or other situations is provided by a message on 860-767-0026; via e-mail; the CMS website; Facebook; and WTNH and WFSB closure listings. If an individual teacher cancels, he/she will contact students directly by phone and/or email.

## SINGLE LESSONS

You may arrange up to three 30-minute single lessons before committing to a full semester. Each 30-minute single lesson is \$37 and payment is due on the date of scheduling. Missed or cancelled lessons are billable and no credits or refunds will be issued.

## PARENTAL RESPONSIBILITY

Parents are responsible for their child's safe arrival at the school and for picking them up at the end of the lesson. Instructors and staff are not able to supervise children before and after lessons. Parents must supervise young children in our hallways, waiting areas and bathrooms as a courtesy to instructors and other students.