

Welcome to the Music School! We are committed to providing quality musical instruction at all levels. In order to provide the best possible environment for music education we ask that all students and their families agree to abide by the following policies. Faculty and staff, in turn, commit to providing the best musical instruction possible.

### **Music School Offerings:**

During the academic year the Music School calendar is organized in two sixteen week long semesters, roughly mirroring the local school district calendars. Lessons and classes are scheduled within these two sessions.

**Lessons:** Signups for lessons are made **by semester**, with most students continuing across the full academic year. New students are welcome at any time: we will pro-rate the semester based fees according to actual start date. Any arrangement for less than a full semester of lessons may only be made with the approval of the teacher.

**Orchestras/ensembles:** Registrations for the Orchestras/ensembles are typically based on the semester schedule, with most participants continuing for the full year.

**Classes:** Are offered for a set number of weeks within the semester. Many, but not all, are offered throughout the academic year.

**Chamber Groups and Special Activities:** Chamber ensembles/special event classes are arranged based on demand and teacher schedules. Contact the office for more information.

**Summer Programs:** The BMC offers camps, classes, individual lesson opportunities, and chamber ensembles during the summer months. Specific information about schedules and fees is posted mid-spring.

**Summer lessons:** Typically summer lessons are offered in “4-packs” or “6-packs” to accommodate families’ more variable summer schedules. Not all faculty teach during the summer – discuss with your teacher. Please note the cancellation policy below.

**Other Participation:** There are lots of other ways to participate in the BMC community!

- All BMC students are encouraged to attend concerts – whether in person or online! Over the course of the year we offer a wide variety of programming! Students under the age of 18 can get 2 free tickets to any Chamber Series concert – just let us know in advance.
- Do you have some spare time or does your teenage student need community service credits? Volunteer! Tasks might include ushering for concerts, baking for receptions, helping in the gardens or around the buildings, or stuffing envelopes.

### **Tuition, Payment and Fees:**

- Our faculty commits to teaching for a specific number of weeks each semester. **Once you have registered for a specific number of lessons you have committed to pay the total tuition, regardless of whether all lessons take place.** Please see the “absence” and “refund” policies below.

- Payment for lessons and classes: At least partial payment of tuition is due when you start. The most common payment plans are to
  - pay in full,
  - pay half at the start and half at the midpoint of the semester
  - pay monthly
  - Other payment arrangements can be made but must be in place when lessons/classes begin.
- We are happy to set up automatic billing
- Non-payment may result in the suspension of lessons until payment is received. Teachers are under no obligation to teach lessons for which there has been no payment.
- No new classes or lessons may be attended until any balances due from previous semesters have been addressed.
- A \$16 registration fee/semester is charged for lessons to help us cover administrative costs. There is a cap of \$32 in fees per family per semester.

### **Financial Aid**

Part of the BMC founding mission was to make music education available to the entire community, no matter the financial situation of an individual or family. Financial Aid applications are best made before the start of each semester and can be made as soon as you know you wish to take lessons or classes. Awards made in the first semester are typically extended to the second semester.

To apply for financial aid please complete a Financial Aid Application and return it to the office with a copy of the page from your taxes that lists "Adjusted Gross Income," or other verification of income. Financial aid is awarded based on a formula that considers federal guidelines, household income, the number of members in the household and available funds. Awards typically do not exceed 55% of tuition. We do our best to take into consideration unusual circumstances – so don't hesitate to ask!

Questions about financial aid can be directed to the Education Programs Director at [carol@bmcvt.org](mailto:carol@bmcvt.org).

### **Absence/Attendance Policies**

The Music Center considers music study to be a long-term activity. Students are expected to commit to a full semester/class unless given prior approval by their teacher to register for less. At the beginning of each semester the office will check with all teachers to confirm any such arrangements.

**Cancellations and makeup lessons:**

If a teacher must cancel a lesson, it is the teacher's responsibility to reschedule a makeup lesson at a mutually convenient time for both student and teacher. Often such lessons are re-scheduled during the BMC "Make up Week" but may be arranged at other times. Makeup lessons must be scheduled within the semester. In the event a missed lesson cannot be made up, the fee for that lesson will be refunded.

If a student must cancel a lesson:

- When possible please contact your teacher directly at least 24 hours before the lesson time or call the Music Center at (802) 257-4523. Do your best to speak directly to a person rather than simply leaving a message.
- **Be aware that students are permitted only one makeup lesson per semester.** Such make up lessons are often scheduled during the official BMC "make up" week but may be scheduled by the teacher and student at any mutually convenient time within the semester. **Faculty is under no obligation to offer a make up for more than one student-missed lesson under any circumstances.** This applies to both in-person and online lessons.
- You are financially responsible for 100% of the lessons for which you are registered.
- There are no official "make-up" lessons in the summer.

**Snow Days/Severe weather: The Music School follows WSESU school district snow day closings for in-person lessons.** We want you to be safe. Many of our families and faculty live close enough to the BMC to get here even when schools are closed but safety is our priority. We live in an area where conditions can vary widely and there may be times when the school district's decisions do not match your local weather: please be sure to get in touch with the teacher or the office if you know you cannot safely make it to your in-person lesson! In this time of online learning, there may also be online alternatives to missing a lesson. Cancellations due to weather are not automatically made up.

**Withdrawal/Refunds**

Emergencies and unanticipated events happen and sometimes withdrawal is necessary. Notice of withdrawal from the program and any requests for refunds should be made in writing to Carol Compton, Director of Educational Programs, carol@bmcvt.org. Verbal notice/requests from students/parents may not be accepted. Due to the increasing difficulty in filling empty lesson slots as the term progresses, refunds are made on the following basis:

- Before the first scheduled class but less than one week prior: 90% of tuition
- Before the midpoint of class or semester: 40% of tuition
- After the midpoint of the class or semester: 0% of tuition.
- **Please note that if you are on a payment plan you will still be responsible for any balance due upon withdrawal**
- Full refunds will be made when class size is not sufficient to run a class.
- Summer programs: A non-refundable deposit is required to hold a space in summer camps. Otherwise the refund schedule above applies.

**Lesson Etiquette**

- In order to start on time, please come at least 5 minutes prior to your in-person lesson or be set up to start your online lesson a little before the actual start time
- Please care for your, and our, instruments: make sure your hands are clean and instruments are treated with respect.
- If you need to miss a lesson or rehearsal please let your teacher know at least 24 hours in advance. You are still responsible for paying for the missed lesson.
- To facilitate the highest quality learning experience for all parents and students, cooperative and appropriate behavior is necessary during lessons, classes and special events (concerts and recitals).

**Changing instructors**

- There are times when a change in a student/teacher pairing is in the best interests of all concerned. We want to make such transitions as positive and comfortable as possible. We encourage teachers and students to share expectations and concerns directly with each other. In the event that is not possible please contact the Education Programs Director, Carol Compton, so we can facilitate a smooth transition.

**Student Safety**

- All persons coming to the BMC campus are expected to follow our 2020 Safety Protocols which can be found at : <https://bmcvt.org/2020-safety-protocols/>
- The BMC Music School seeks to create a welcoming and nurturing environment and has zero tolerance for those whose actions may jeopardize the safety, health or innocence of any person involved in our programs. All participants are responsible for treating fellow students, faculty and staff with respect. Anyone observing behavior to the contrary is required to report it to the main office immediately.
  - a. Copies of our Abuse and Harassment Policy are posted in the building, are available from the office, and can be found at <https://bmcvt.org/policies-documents/>
- Parents: if you have a young child coming to lesson here it would help us ensure their safety if you
  - a. alert a staff member (not just your teacher) if you think you will be delayed in picking them up.
  - b. Be sure the office knows if your child has your permission to come and go on their own
- Please report any observed safety issues to the office immediately

Our Music School community is based on the belief that music plays a significant role in our lives. It is important to us that our faculty, students and their families work together to build the best possible programs and a supportive and inspired musical community. Please do not hesitate to contact us with your ideas, concerns, and kudos so that we can continue to serve the greater Brattleboro community in the best possible way.

-Carol Compton, Education Programs Director. [carol@bmcvt.org](mailto:carol@bmcvt.org)