



## POLICIES AND PROCEDURES

### REGISTRATION

- **New Group Students:** For all Keys for Kids group courses (children and adults), registration is accepted on a rolling basis and/or during the open enrollment period (June-Sept/Nov-Jan). New classes start each year in September, January, May, and July.
- **New Private Students:** Registration before the beginning of a school year or on a rolling basis based on teacher and space availability.

**Continuing Students:** Students must re-enroll at the end of the spring semester for the following academic year during the June open enrollment period to reserve their space for the following year. Keys for Kids is a yearlong program. *Registration from the fall to winter to spring is automatic.* However, students may drop from the 2nd semester of the program if the school is notified in writing no later than November 20<sup>th</sup>

### TUITION AND PAYMENTS

- All registrations should be mailed to: KEYS for KIDS, 55 Winthrop Rd., Lexington, MA 02421
- Enrollment requires a non-refundable \$35.00 annual registration fee (at the first time of your first enrollment regardless of date, and each fall for the required reenrollment), tuition, materials fee, and a signed registration form. Payment is due at the time of registration.

### DISCOUNTS

- **Family Discount:** A \$35 registration fee discount is given for families with 2 enrolled students. Every additional

enrolled family member receives a \$35 registration fee discount.

- **Multiple Class Enrollment Discount:** Students enrolled in 2 or more classes/instruments for the same full semester will qualify for a \$35 off total payment discount.
- **Referral Discount:** As our way of saying THANK YOU, we offer **\$30 discount** for each new enrolled student you had referred, provided your name is the one written on the referred student enrollment form as a referral.

### WITHDRAWAL/ REFUND POLICY

The refund policy assumes full semester enrollment.

*Formal written notification* must be given to the office. Refunds, if applicable, are determined by the date on which the written notice is received in the office, not by the postmark. *Three working days notice* prior to a lesson is required for all refund requests.

Registration fees are non-refundable.

*Teacher notification or non-attendance is not considered formal notice of withdrawal.*

Group tuition is non-refundable.

Full refunds will be given in cases of insufficient enrollment that results in the cancellation of a class.

#### **Private Instruction:**

- Private and group students are registered for the full academic year, September- June.
- Withdrawal 21 days prior to the start of the school year:  
full tuition refund
- Withdrawal prior to the 4<sup>th</sup> scheduled lesson:  
50% tuition refund
- Withdrawal after the 4<sup>th</sup> scheduled lessons: no refund
- Summer lessons no refund

- Students who elect not to continue from the fall to spring semester may withdraw and must notify the office in writing. However, withdrawal from the spring semester must be done no later than November 20<sup>th</sup> to receive a full refund.

## **MAKE UP POLICY**

### **Missed Group Lessons:**

- Teachers will make homework assignments available via e-mail to parents and students for missed group lessons. All missed group lessons because of teacher absences will be offered a make-up on an alternative day or during break periods. Refund will be issued if a make-up lesson for a group class due to teacher absence is not offered.

### **Missed Private Lessons:**

- One private lesson absence per semester will be made up provided that a minimum of 24 hours notice is received by the instructor and the cancellation is due to illness or other important reason.
- Make-up lessons are not carried over into subsequent semesters.
- Private lessons canceled by the instructor will be made up at another time during the semester or during break periods.

## **SCHOOL CANCELLATION/CLOSING POLICY**

Please check our website at 11:30am or later to verify the status of classes during times of inclement weather or other emergencies. Please note that Keys for Kids does not follow the weather cancellation decisions of your local public school. Snow closure make-ups for group or private instructions are limited to

one day per academic year. No refunds are issued for weather-related cancellations.

### **REQUESTS TO CHANGE LESSON OR CLASS TIMES**

To ensure a consistent high quality education, a year-long commitment to a lesson time is strongly encouraged. If a change of lesson time is required *after the semester has begun*, a \$25.00 fee is applied to your account. There is no charge for changing lesson time during the annual open enrollment in June.

### **PHOTO/ VIDEO POLICY**

Keys for Kids reserves the right, and may give permission to its photographer or outside media, to photograph classes, programs and participants at all our facilities and properties. Please be aware that these photos are for promotional purposes and may be used in future publications and media communications. By participating in the Music School classes and programs, you consent to the taking and publication of your photograph for these purposes. If you do not wish your child or yourself to be photographed or videotaped, please submit a brief written statement to the school office at the time of registration for every school year.

### **RECITALS/EVALUATIONS FOR PRIVATE STUDENTS**

- Semi-annual RECITAL/EVALUATION events *take the place of private lessons* during the holiday weeks (see the calendar).
- PIANO EVALUATION is offered annually for different proficiency levels. It is graded by an independent judge for technical mastery in scales, sight reading, theory and transposition, and repertoire performance. Evaluation jury is not required, but recommended.
- An annual PERFORMANCE GALA provides an opportunity to perform in a large concert hall.

- Various opportunities to perform and compete in local and national events are available for all interested students.

### **SAFETY**

In the event of an emergency, Keys for Kids staff and instructors will lead students and families in the established exit procedures. Parents are responsible for the well-being and safety of their children while on school grounds.

### **PRIVATE STUDENT MUSIC ACCOUNT**

- We handle the ordering and purchase of music and other materials for private students to avoid delays and confusions in purchasing materials needed for lessons.
- Private students are required to make an initial \$50 music book deposit. A record will be kept of all music expenses and other miscellaneous fees. When the balance falls below \$10, you will be asked to bring your account up to a credit balance of \$50.
- If a student should terminate lessons, any unused deposits on this account will be refunded.