



5 Canal St. Westerly RI 02891 401-388-8483

## General Policies

### New Student Placement

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Creating a successful teacher/student relationship is very important to us. Our faculty members have many specializations, diverse talents, teaching styles and personalities. The more we know about a student's learning habits, personal goals, and interests, the easier it is to create a lasting and rewarding partnership. Your first step is to fill out our online student profile form. After a careful review of your form or intake request, a member of our student services team will contact you to discuss placement with a faculty member and schedule a trial lesson. Trial lessons are the same price as a standard lesson with **no obligation to enroll**. Students may enroll for lessons at any time; tuition will be prorated as necessary. Classes and ensembles are subject to availability and student prerequisites. Ensembles may require a no-stress audition.

### Registration

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The United Music School operates on two six-month sessions: July-December and January-June. Private lesson students must submit a 20% tuition deposit and registration fee in order to be scheduled with an instructor. Students who have auditioned and been accepted into an ensemble must register and submit a tuition deposit prior to attending the first rehearsal. The United Music School will assign registered students into a lesson or group class. If it is not possible to place a student with an appropriate instructor/class during registration, students may elect to place their names on a waiting list or receive reimbursement for the submitted deposit.

**Student registration is a contract that reserves a specific day/time slot with the instructor each week. It is assumed that students will continue weekly meetings for the entire six-month session (or portion remaining thereof). Students choosing to withdraw before the end of the session must notify the Administrative Office by email ([music.school@unitedtheatre.org](mailto:music.school@unitedtheatre.org)) according to the "Withdrawal/Refund" policy listed below.**

## Tuition & Payment

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### Private Lessons

Students enrolling in private lessons may pay their tuition upfront or in monthly installments. **Lessons are always paid in advance. An initial deposit of 20% will be due upon registration.** Please inquire for tuition rates.

### Ensembles & Classes

These will be paid in full upfront.

Payments may be made to the *United Music School* online through your portal, in person, or over the phone at 401-388-8483.

## Withdrawals

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### Private Lessons

Formal notification of withdrawal must be made in writing (emailing the school is sufficient: [music.school@unitedtheatre.org](mailto:music.school@unitedtheatre.org)) to the Music School administrative staff. The notification will be forwarded to management staff who must approve the withdrawal.

**Teacher notification is not considered formal notice of withdrawal. Non-attendance is not considered notice of withdrawal. Students are financially obligated for 2 lessons past their point of withdrawal, unless we can immediately fill your lesson slot.**

### Classes & Ensembles

Any student who withdraws from a class will be responsible for tuition payment in full. Classes will not be prorated for withdrawals.

## Refunds

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If a student withdraws, there are **no refunds for registration fees, tuition deposits, or tuition, or credit card service fees.** Tuition for ensembles and all classes is not refundable unless the course is canceled.

## Financial Aid

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Part of our mission is to keep music lessons accessible to *everyone*. Therefore, we encourage any student who is interested to apply for financial aid. Applications for students under the age of 18 are available online, by request, and are a part of our welcome packet. Families applying for financial aid must submit the necessary paperwork (generally in May after a new tax return is available).

## Fees & Discounts

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### Registration

The registration fee is charged once per year per student or family in July. This **non-refundable** fee is due at registration.

### **Late Registration**

An **additional** fee of \$35 will be charged to students who attend lessons, rehearsals or classes without paying the registration fee, and to students who attend the first meeting of lessons, group classes or ensemble rehearsals without submitting their registration and deposit.

### **Late Payment**

Late payments (more than 30 days) will be charged a late payment fee of \$35 per month.

### **Insufficient Funds**

NSF Fee of \$35 will be added to Music School accounts for returned checks or declined credit cards. Families on automatic installments must notify the Music School if the credit card has been replaced prior to scheduled payment to avoid fees.

### **Discounts**

Families with 3 or more students enrolled in private lessons can upon request receive a 5% discount on all private lesson tuition. Only one discount is applicable per session.

## **Student Absence & Scheduling**

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### **Private lessons**

**The Music School does not offer make-up lessons or credit for absences and/or missed lessons that occur because students have conflicts, travel out of town, etc. or due to illness.** Students are charged for all the lessons for which they register, including those missed (in-person or virtual) through student absence. As a courtesy, students are expected to notify their teachers directly of an impending absence from lessons. Student lessons are suspended after 3 consecutive absences without notification by the student/family. Students with suspended lessons are still obligated to fulfill their financial commitment.

### **Classes & Ensembles**

Classes and ensembles will not be prorated for student absences.

### **Virtual Lessons & Substitute Teachers**

Virtual lessons may be an option for students and teachers. Virtual lessons allow students and teachers to meet safely from the comfort of their own homes during periods of inclement weather and/or other health/safety emergencies. You will determine with your teacher the best platform for virtual learning for your instrument. Your teacher will be in touch during any days that may require the use of such a platform. If a student would like to request a virtual lesson during their regularly scheduled lesson time, they may reach out to their instructor to make that request, **giving 24 hours' notice**. Students are charged for all the lessons for which they register, including those missed (in person or virtual) through student absence. The United Music School reserves the right to move to virtual learning at any time.

From time to time a substitute may be scheduled to cover for a teacher's absence.

### **Inclement Weather & Teacher Absences**

In the event of inclement weather and a facility closure, all private lessons will take place online. If there is a weather-related emergency, students and faculty are expected to communicate directly with each other regarding scheduling their next lesson. Teacher cancellations that cannot be made up by the close of the session are credited to the student's account to be applied to future activity. If a student cancels or misses a scheduled make-up lesson, there is no credit/refund and no additional make-up lessons. No make-ups or credits are given to students absent from a group class or ensemble.

### **School Closures**

To find out if the facility is closed or delayed due to weather, please check our [Facebook Page](#)

Any cancellation listed will affect all of our branches unless specified otherwise. Also, if you are without power or Internet and need to find out our status, please call 401-388-8483 and the voicemail greeting will tell you if we have made a decision to close or delay opening.

### **Tardiness & Missing Books**

Students who are late for a scheduled lesson or forget their lesson books are not guaranteed their full lesson length. Students more than 15 minutes late for their lesson will be considered absent. The teacher reserves the right to cancel the remainder of the lesson.

### **Photo & Recording Policy**

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The Music School reserves the right, and may give permission to its photographer or outside media, to photograph or video classes, programs and participants at all our facilities and properties. Please be aware that these photos and videos 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 and video for these purposes.

### **Student Safety & Courtesy**

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#### **Supervision of Children**

Parents are responsible for supervising their children at all times. To ensure your child's safety, please be sure to pick them up promptly after their lesson, class, or ensemble. Staff and faculty are not responsible for students (or siblings). Do not allow children to wander off alone, or run around in the hallways. This is a safety factor as well as a courtesy to people concentrating on their lessons and those who are studying or reading.

#### **Taking care of Waiting Areas**

We appreciate your help in taking care of our school by cleaning up after yourself and disposing of any trash, food or beverage containers in the rubbish bins. Should an accident or spill occur, please see staff at the front desk to report the problem.

## **Electronic Devices**

Please silence all electronic games and devices or use headphones. The Wi-Fi password can be found at the front desk. Please be mindful of ongoing music school activities and keep phone conversations to a minimum. We appreciate your cooperation. Phones should not be used during activities except for tuning or as accessible devices.

## **Medication**

Staff and Faculty are not authorized to administer medication. If your child requires medication to be administered while participating in Music School activities, they must either self-administer or a parent/guardian or other designee must be present to administer the medication.

## **Our Campus**

From time to time, for special occasions/events (such as: summer camps, a music clinic or talk that needs additional seating, a recital or performance, a community event like “Sunday/Funday”, etc.), we may make the most of our unique locale and walk to the park, or the Knickerbocker, etc., that is walking distance from the United Theatre.

## **Student Anti-Bullying Policy**

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The United Music School is committed to do all we can to benefit Youth Mental Health and actively participates with the Washington County Coalition for Children and has been recognized as a leader in safe, student-led spaces.

The United Music School is committed to a safe, civil and respectful educational environment for all students, that is free from harassment, intimidation or bullying. “Harassment, intimidation or bullying” means any intentionally written message or image—including those that are electronically transmitted—verbal, or physical act, including but not limited to one shown to be motivated by race, color, religion, ancestry, national origin, gender, sexual orientation including gender identity and expression or mental, physical, or sensory disability, intellectual ability or by any other distinguishing characteristic.

- Causes physical or emotional harm to the student or damage to the student’s property
- Places the student in reasonable fear of harm to himself/herself/themselves or of damage to his/her/their property
- Creates an intimidating, threatening, hostile, or abusive educational environment for the student
- Infringes on the rights of the student to participate in school activities
- Materially and substantially disrupts the education process or the orderly operation of the Music School

## **Cyber-Bullying**

Cyber-bullying means bullying through the use of technology or any electronic communication, which shall include, but not be limited to, any transfer of signs, signals, writing, images, sounds, data, texting or intelligence of any nature transmitted in whole or in part by a wire, radio, electromagnetic, photo electronic or photo optical system, including, but not limited to, electronic mail, Internet communications, instant messages or facsimile communications.

Forms of cyber-bullying may include but are not limited to:

- The creation of a web page or blog in which the creator assumes the identity of another person
- The knowing impersonation of another person as the author of posted content or messages

- The distribution by electronic means of a communication to more than one person or the posting of materials on an electronic medium that may be accessed by one or more persons, if the creation, impersonation, or distribution results in any of the conditions enumerated in the definition of bullying.

This policy applies to any incident:

- On the United premises
- At any United-sponsored activity or event, whether or not it is held on United premises.
- Using property or equipment provided by the Music School
- Which creates a material and substantial disruption of the education process or the orderly operation of the school

Nothing in this section requires the affected student to actually possess a characteristic that is a basis for the harassment, intimidation or bullying.

“Other distinguishing characteristics” can include but are not limited to physical appearance, clothing or other apparel and/or socioeconomic status.

“Intentional acts” refers to the individual’s choice to engage in the act rather than the ultimate impact of the action(s).

Harassment, intimidation or bullying can take many forms including, but not limited to, slurs, rumors, jokes, innuendoes, demeaning comments, drawings, cartoons, pranks, gestures, physical attacks, threats or other written, oral, physical or electronically transmitted messages, or images.

It is also a violation of our policy to knowingly report false allegations of harassment, intimidation, and bullying. Students or employees will not be disciplined for making a report in good faith.

Any acts of bullying should be reported to Music School staff as soon as possible, ideally within twenty-four (24) hours.

Acts of bullying between students or family members may result in disciplinary actions up to and including dismissal from the program.

For more information about bullying, please visit: <https://www.stopbullying.gov/resources/laws/rhode-island>