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NORCAL Music & Arts Center

(NCMAC)

Copy of Studio Policies for your Reference

TUITION POLICIES:

1. A one-time **non-refundable** $45 registration fee is required for all new students enrolled in NCMAC. Registration fee will no longer be valid once student drops from NCMAC.
2. Students must have a credit card or e-check information on file. Tuition will automatically be deducted on the 25th of every month for the following month’s tuition charge. An e-receipt will be emailed when the transaction occurs.
3. Any fees from returned checks/canceled transactions imposed upon NCMAC from any associated banks will be charged to your account.

\*Late fees (for grandfathered non-autopay students): $10 if payment is received after the 25th of the month, and an additional $15 if tuition is received after the 10th of the following month.

\*Declined Debit Card or Credit Card Transaction (for autopay students): $10 if credit or debit card issue is not resolved by the 1st of the following month.

Late fees should be paid during current month.

ATTENDANCE POLICIES:

Please be advised that the number one key to learning is consistency in your child’s attendance to their classes. These policies will help your child succeed. Please also note that these policies are in place to keep scheduling fair to both students and teachers. Our teachers also have busy schedules and some travel a far distance and we would like to be very respectful of their time.

1. NCMAC allows four excused absences per academic year (September 1-May 31) with at least 24-hours advanced notice (more notice is recommended and appreciated). Cancellations beyond the four allowable absences will not be rescheduled and will be charged. Unscheduled make up lessons will expire 60 days from the day of absence.
2. In cases of emergencies (such as extreme illness, death in the family or car accident) when a student is unable to give advance notice, NCMAC will allow two emergency absences during the whole calendar year. Same day call is required, otherwise, it will be considered a missed lesson. Any late notice absence beyond the two emergency absences will not be made up and will be charged, regardless of circumstance. Unscheduled make up lessons will expire 60 days from the day of absence.
3. No Show / No Notice will not be eligible for make ups. Please refrain from scheduling other activities (hospital/doctor appointments, sports, etc.) on the lesson day schedule.
4. NCMAC allows 4 vacation absences which are unbilled with no make up lessons required for SUMMER BREAK ONLY (June 1 to August 31). Additional absences during long vacations will be charged and made up. Payment will still be due on the 25th of the previous month. Any student who misses more than the four allowable unpaid absences consecutively without making make up arrangements or paying tuition will not be guaranteed to keep their reserved lesson time slot as it will become available to other students.
5. Students are expected to keep their agreed schedule. NCMAC will allow TWO permanent schedule change per calendar year. Students must have a legitimate reason for the schedule change. Any additional permanent schedule change past the 2 allowable changes will result in a $50 fee (per schedule change).
6. Should a teacher need to be absent or become unavailable, make up lessons will be arranged or a substitute teacher will be provided for the student. In case of a teacher emergency (same day notice of teacher unavailability), the student may schedule a make-up lesson OR opt to be credited back tuition for the missed day. Make up lessons due to teacher absences do not expire.
7. Once make up lessons are scheduled, they can no longer be rescheduled (no make up for make up lessons). This includes make up lessons due to teacher absences.
8. No credits or make-up lessons will be given for students who miss any of the group, chamber, music, orchestra and art classes.
9. Students must show up to their lessons on time. Teachers are not responsible to make up for the lost time.
10. NCMAC TYPICALLY observes the following holidays (calendar is given before the end of the year):
* Memorial Day
* Independence Day (whole week of July 4th )
* Labor Day
* Halloween (if it falls on a weekday)
* Thanksgiving Day & Friday and Saturday After Thanksgiving (\*subject to additional days)
* NCMAC will be closed around December 24 – January 1 (exact dates will be announced).
* Additional non-holiday days may be added. Please refer to calendar.

Classes are not in session during these Holidays. No make-up lessons needed. Some dates are subject to change. Please refer to the holiday/day-off calendar and always look for email reminders.

WITHDRAWAL POLICY:

1. Students remain registered until NCMAC is officially notified via submitting our official Withdrawal Form. Students must submit the withdrawal form at least 30 days in advanced if they decide to discontinue their lessons.
2. Any remaining make up lessons need to be completed before the last lesson.
3. No credits can be given after withdrawal date.

LIABILITY AND CONSENT

1. NCMAC is not responsible for any bodily harm, injury, or death resulting from any activities during lessons or activities. I hereby release NCMAC and its agents and employees from all liability for injuries sustained or illnesses contracted while attending or participating in any NCMAC lessons, activities or programs.
2. Student is physically fit and able to participate in any activity.
3. I give permission to NCMAC to send me emails regarding billing, reminders, announcements, etc. Only emails pertaining to subjects and activities relating to NCMAC will be sent.

(Option marked on original registration form)

1. I give permission to NCMAC to use photos or videos of my child to be posted on the NCMAC website, social media, and posted on the school bulletin board for purposes of instruction or advertising. NCMAC will not post the full name or any personal information of students on the website or social media.

(Option marked on original registration form)