

Community Music School

Private & Semi-Private Lesson Policies

*NOTE: Please keep one copy of this important set of information for your records and return a signed copy for our files.
Please be sure you understand these policies and procedures to avoid any misunderstandings.*

Shedd Institute Contact Information

Physical Address: 868 High Street-Eugene-OR-97401 website: www.theshedd.org
Mailing Address: PO Box 1497-Eugene-OR-97440-1497
Registrar Contacts: 541-434-7015 email: Registrar@theshedd.net

Regular Hours of Operation

- Private Lessons & Classes: Mon-Fri 9:00am – 8:00 pm; Sat. 9:00 am– 2 pm
- Registrar's Office: Mon-Fri 9:00am – 6:00pm
- **The Shedd is closed on Labor Day, July 4, Thanksgiving day, Christmas, New Year's, and Memorial Day.**
- **The Shedd will be OPEN, but you must specifically schedule a lesson, if you want one on these days:**
 - Veteran's Day
 - The Friday after Thanksgiving
 - Winter Break
 - Christmas Eve day
 - New Year's Eve day
 - Martin Luther King, Jr. Day
 - President's Day
 - Spring Break
- We are open and lessons are scheduled on all other observances, such as Columbus Day and periodic public school closures. You must **actively cancel** your lesson if you plan not to attend.
- "Snow Days": We are OPEN on school "snow days", because the weather typically clears up by most lesson times. If an individual teacher or family feels it is too dangerous to drive, **they must cancel** with at least 2 hours' notice. If in the rarest of circumstances we close the building, we will contact all students with lessons.

Registration and scheduling

- Lessons are offered year round. Students may register and start lessons at any time.
- **ALL lesson scheduling, time changes, cancellations, make ups, and withdrawals must go through the Registrar's Office [never through your instructor!] to ensure scheduling and billing accuracy.**
- All students are considered enrolled until officially withdrawn. Tuition charges will be incurred until the Registrar's office receives notice in writing/email from the family of his/her intention to withdraw.
- Trial lessons may be scheduled. You must indicate your intent for a one-time only trial lesson when registering. The Registrar will then only schedule one lesson until you confirm that you wish to continue.

Tuition Fees and Payment Information

- Rates vary depending on faculty member and instrument.
- When a student schedules on-going lessons, they must prepay for their first and last lessons. When a student withdraws, they may use their last lesson payment to cover the final lesson or receive a refund provided that they have no outstanding balance.
- **All lessons are to be paid in advance.** Students/families may select one of the following 4 payment options:
 1. Lesson to lesson: payment must be taken in The Shedd's ticket office before the lesson begins.
 2. Monthly bill/statement: students will be billed monthly, in advance, for lessons.
 3. Auto Bill: tuition will automatically be charged to a credit card and a monthly statement sent to your email address.
 4. Lump sum: a pre-payment of any amount, for any number of lessons, may be submitted prior to a lesson. Tuition payments may be made by cash, credit card, or checks made payable to The Shedd. Payments may be made in person, by phone, mail, or on-line at www.theshedd.org. Returned "NSF" checks will be charged \$25. The Shedd reserves the right to cancel lessons due to non-payment of outstanding tuition fees until payment has been made in full. In this instance the student will be withdrawn from lessons, and their lesson day and time will be made available to other students.

Cancellations

- **Cancellations must be made through The Shedd Registrar** as early as possible, and no later than 5pm of the business day before, or by 10:00 am if The Shedd is closed the day before (ex. for Monday lessons). Students are encouraged to cancel their lessons by email (registrar@theshedd.net) but may also cancel over the phone.
- Students will be allowed **two** “on-time” lesson cancellations per term at no charge. A **\$3 administrative fee** will be charged for each additional cancellation per term, regardless if a “make-up” lesson is scheduled.
- A student will receive an email confirmation that their cancellation was received in time prior to the scheduled lesson to avoid being charged for the lesson. It is the student’s responsibility to respond to any errors or discrepancies contained in the confirmation email. If a family does not have email, the cancellation will be confirmed by phone and postcard.
- If a student cancels less than the required time before a scheduled lesson, the student will be charged full price for the lesson. The student will receive an email informing them that they will be charged for the lesson.
- No exceptions are made for late cancellations, as the instructor’s time must still be compensated.
- In the case of serious student emergency or sickness, a lesson must be cancelled at least one hour prior to the scheduled lesson, or the student will be charged for the lesson. (Car breakdowns, traffic jams, and forgetting to notify us when going out of town are not considered emergencies.)
- Cancellations due to severe weather or road closures must be made at least 2 hours in advance of your scheduled lesson. Non-notification of a missed lesson due to weather is a “no-show” and will be billed.
- If an instructor cancels a lesson for reasons other than emergency or sickness, notice will be given to students at least 24-hours in advance and the students will be offered a makeup lesson on an alternate day if at all possible. Prepaid lessons that are not made up will be credited to the student’s account and reflected on the next month’s billing statement.
- Billing disputes will be brought to the attention of the Director of Education who will make a final determination regarding billing and/or refund action.
- Students/families must provide a current email address where they can be reached by the Registrar to confirm a lesson cancellation and are responsible for checking this email. Email is the primary method of communication from the Shedd Registrar to families to ensure a written record of schedule changes.

NO SHOWS

- If a student does not show up for a lesson and the Registrar’s Office has not received a cancellation notice, the student is considered a “no-show” and will be charged full price for the lesson.
- The Registrar’s Office will then contact the student’s family by phone and email on the next business day to determine the cause of the “no-show”.
- Future lessons will automatically be suspended until the family indicates they are continuing in order to avoid accumulating additional charges on the student’s account as “no shows”.
- If the Registrar’s Office is unable to make direct contact with a student within 3 weeks following the “no-show” the student will be withdrawn from lessons, and their time slot will be released to another student. Notification of the student’s withdrawn status will be communicated via phone and email.
- In the event of an instructor “no-show”, the missed lesson will be credited to the student account. The Registrar’s Office will then schedule a make-up lesson at a 50% discount to the student.

Student Name

Parent or adult student signature

Date