



## POLICIES AND PROCEDURES

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### **ENROLLMENT**

Enrollment is assumed for the full school year, September through June, with the automatic reenrollment for continuing students from Fall to Spring semester, unless a student opts out of enrollment. Students must opt out for the Spring semester by December 20<sup>th</sup> in writing to the office to avoid re-enrollment. Tuition payments are made per semester.

#### ***FALL Semester Enrollment***

All current students can keep their current group/private lessons schedule if enrolled during the priority re-enrollment period (May 1-20). Schedule changes can be requested during priority re-enrollment and will be processed in order received after the completion of the priority re-enrollment.

Enrollments completed after the priority re-enrollment deadline will be processed on a first-come first-served basis.

Full tuition payment or \$100 deposit per class/lesson is required to secure your placement for the Fall semester (the remaining of the tuition is due 2 weeks before the first scheduled class).

#### ***SPRING Semester Enrollment***

All current students will be automatically re-enrolled for the same class/time with the same instructor. Group class students will be enrolled into their next level class at the same time/ day, with the same teacher. Schedule changes maybe requested by e-mailing [keys.office@keys-4-kids.com](mailto:keys.office@keys-4-kids.com) .

*Students who do not wish to re-enroll for Spring must contact the office prior to December 20.*

Spring semester tuition or \$100 tuition deposit is due by December 20 (the remaining of the tuition is due 2 weeks before the first scheduled class).

#### ***OPEN Enrollment***

New classes start each year in September, February, and July. The Open Enrollment period is open to all current and new students. Enrollments requested during the Open Enrollment period are filled on a first-come, first-serve basis.

Private lesson times are based on teacher and schedule availability. Registration prior to the start of the semester is recommended to ensure the desired lesson time.

#### ***FREE SAMPLE CLASSES***

Prospective students can sample one private (15-minutes) or a complete in-action group class. Any additional sample classes or lessons will be charged a fee of \$20 per sample.

## TUITION AND PAYMENTS

Tuition is based on enrollment, not attendance. It reserves your student's exclusive lesson time throughout the year. Tuition covers weekly private or group lessons during your scheduled time and studio Graduations and Recitals. It also covers studio expenses and lesson preparation.

All registration forms and payments should be dropped off at the office or mailed to:

**Keys for Kids, 411 Waltham Street, Lexington, MA 02421.**

Keys for Kids accepts checks/ cash and ZELLE payments. Credit card payments incur an additional 3% processing fee. **\$100 deposits or full tuition payments are always due at the time of enrollment to hold your spot.**

### ***CONTINUING Students***

A complete semester payment (or \$100 deposit per student) is due on May 10 for Fall Semester & December 10 for Spring Semester.

***An enrollment form submitted without deposit is considered incomplete and the student will not be assigned to a class or lesson time.***

The remaining balance is ***due by August 10 for Fall Semester & January 10 for Spring Semester.***

Email reminders will be sent until the tuition is paid in full.

***LATE TUITION:*** Tuition bills that are 10 days overdue are assessed a \$25.00 late fee.

Students with tuition payments 20 days overdue are not eligible to attend classes and will receive a discontinuation notice.

### ***NEW Students***

Payment is due at the time of enrollment. An enrollment form submitted without deposit is considered incomplete, and the student will not be assigned to a class or lesson time.

### ***BOOK DEPOSIT for PRIVATE PIANO Students***

Keys for Kids faculty members handle the ordering and purchasing of music and other materials for private PIANO students to avoid delays in acquiring diverse materials needed for private lessons.

Private PIANO students are required to make an initial \$50 book deposit once per year. 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 in this account will be refunded.

## DISCOUNTS:

***SIBLING Discount:*** \$50 off the total tuition is available for families with 2 or more enrolled students (assumes full semester enrollment for each child = 18 weeks for each).

***MUSIC IMMERSION Discount:*** \$50 off the total tuition for students enrolled in 2 or more classes/ programs (assumes full semester enrollment = 18 weeks).

***REFERAL Discount:*** Refer a friend and both families receive \$50 tuition credit. Tuition credit will apply to the first tuition period after the new student completes the enrollment for a full semester.

**LexFUN Members:** LexFUN members receive a 15% off their first semester tuition. (This does not include materials and registration fee)

**OPEN HOUSE:** New student who enroll at the time of the Open House can spin a prize wheel to find the discount amount off their first semester. Valid ONLY for new students who attend and enroll for the full semester during the Open House event.

## **WITHDRAWAL / REFUND**

The refund policy assumes full semester enrollment (18-weeks).

Registration and materials fees are non-refundable (\$75 for group, \$45 for Private).

Withdrawal prior to the 4th scheduled class: refund for unattended classes after the date of withdrawal.

Withdrawal after the 4th scheduled lesson: no refund.

Summer lessons withdrawal: no refunds.

Formal written notification must be submitted to the office 2-weeks prior to the student withdrawal.

***Teacher notification, non-attendance, non-payment is not considered formal notice of withdrawal. If a student has not yet paid their tuition, payment will still be due for all lessons up to the withdrawal date (attended or non-attended).***

Full refunds will be given in cases of semester class cancellation by the school.

Students who withdraw forfeit any make-up lessons they are owed.

### **Satisfaction GUARANTEE:**

We have 3-week, or 3-lesson, satisfaction guarantee for all new students enrolled for a full semester (18 weeks). We're confident that you will love your classes at Keys for Kids, but if you decide that the program is not a good fit for any reason prior to your 4th schedule lesson, we will issue you a refund for all unused classes. Tuition is non-refundable after the 4th lesson, attended or non-attended.

## **MISSED CLASSES and MAKE-UP POLICY**

### ***GROUP Lessons (Student Absence)***

To receive homework from a missed group class, families must reach out to the teacher directly via email. Refunds are not available for missed group classes.

Students may attend up to TWO alternative group classes per semester to make-up for missed classes. Alternative make-up classes must be taught by the same instructor and of the same level as a missed class. Make-up alternative class request should be made directly with the teacher, pending availability.

Make-up classes are not carried over into subsequent semesters.

Missed group classes due to teacher absences will be made-up on an alternative day or during school vacation period.

### ***PRIVATE Lessons (Student Absence)***

ONE private lesson absence per semester will be made-up, provided that a minimum of 24 hours' notice is received by the instructor. This is to respect the time commitment that was made to the teacher for lessons every week. Cancellation made in under 24 hours are subject to the teacher's discretion for ONE private lesson make-up per semester.

Additional missed lessons are not made up and no refund is given, however students may PURCHASE additional private make-up lessons at 50%.

Student absence make-ups will not be automatically scheduled by the school without request by the student/parents and no refunds are given. The make-up day and time is coordinated by the student/parent and teacher.

Make-up lessons are not carried over into subsequent semesters, and no refund are given. Make-up must be completed in the same semester as the missed lesson.

No credits or refunds are given for missing a make-up lesson.

Private lessons canceled by the instructor will be made up at another time during the semester or during break periods.

## **SCHOOL CANCELLATION/CLOSING**

### ***Class/ Course Cancellation***

Keys for Kids reserves the right to cancel/change the schedule for any class/ course at any time. Full refunds are issued in case of class cancellation by the school due to schedule change, insufficient enrollment, etc.

### ***Weather-Related/ Other Cancellation***

Keys for Kids does not follow the cancellation or vacation dates of any one school. Please consult the Keys for Kids [academic calendar](#) online for holidays and vacation weeks during the year.

Weather cancellations will be posted on the Keys for Kids website and communicated by email. Please check our website at 11:30am or later to verify the status of classes during times of inclement weather or other emergencies. In most weather emergency cases our classes and lessons will be moved online and ZOOM link will be provided.

Snow closure make-ups for group or private instructions (when ZOOM options are not offered) are limited to one day per academic year. No refunds are issued for weather/ emergency cancellations.

## **PARENT OR GUARDIAN ATTENDANCE**

A parent or other responsible adult is required to accompany the student in all Keys for Kids piano group classes. To ensure the best educational environment for all families, we are unable to accommodate additional siblings, friends, and other family members in the classroom.

Keys for Kids does not provide childcare services. All students taking classes *must be brought to the lesson/class and picked up* after the lesson by the parent/guardian or other responsible adult, in person. Please, do not drop off children in the studio parking lot. Students must leave the premises upon completing their lesson or class. Parents must stay on site for all children under age 10.

## **Student and Family Responsibilities**

Students should show up for their class/lessons on time with their class materials and wash hands always before the start of the lesson. Keys for Kids does not lend out books if a student arrives without it.

Students should consider regular and consistent practice at home as an important part of learning any instrument. Families should see that their child practices on a regular basis and complete their homework. It is important for the child's progress that they practice what is learned in their class/lesson before, so the class time is used efficiently.

## **POLICY ON GROUP CLASS LENGTH TIMES**

All Keys for Kids group classes are 45-minutes in length, provided there are five or more students enrolled in the class. Group classes with the enrollment of 3 or 4 students are shortened in length to 30-minutes.

If the class has fewer than 3 students during the enrollment period, the remaining students will be placed in a different class of the same or comparable level.

If during the enrollment period the class had at least 3 confirmed students by the start of the semester, but the enrollment had changed to only 2 students after the semester begins - the class will turn into semi-private lessons for that semester without additional fee or students will receive 20-minute private lessons each for that semester.

## **RECITALS/EVALUATIONS**

Semi-annual RECITALS for private students take place in January and June, in addition to regularly scheduled private lessons (see KFK school calendar).

Semi-annual group students' GRADUATION PERFORMANCES take place on the last scheduled group class of each semester (January and June).

A 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. An evaluation jury is not required but recommended.

Opportunities to perform in local and national events and exams 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. Keys for Kids is not responsible for the loss of personal items.

We expect all students to practice safe behavior. If a student is not practicing safe behavior by putting themselves or other students in danger, parents will be contacted to open a dialogue about this.

## **PHOTO/VIDEO POLICY**

Photographs, audio, and video taken of students/participants at Keys for Kids during any program or at sponsored events may be used for publication and marketing purposes. By participating in Keys for Kids classes and programs, you consent to the taking and publication of your photograph/video for these purposes.

If you do not wish your child or yourself to be photographed or videotaped, please send an email with a brief written statement to the office [keys.office@keys-for-kids.com](mailto:keys.office@keys-for-kids.com) at the time of registration for every school year.

## **COVID-RELATED INFORMATION**

In 2021-2022 school year Keys for Kids will offer in-person and online format options for group and private lessons. In a case of a required by CDC schools closing, Keys for Kids will go back to online learning for the duration of the closure. In the event of an exposure for any in-person student or teacher or their immediate family members related to the in-person student or teacher, classes will resume online for 2-weeks. This will ensure that students do not miss any lessons.

All In-person lesson participants: students, parents and teacher must agree to abide by the following:

- If a student/teacher is ill: do not come to the music studio- ZOOM link will be provided
- All unvaccinated students and teachers are required to wear masks while at the studio
- Parents will supply their own sanitizers and masks
- Hand washing is required prior to entering the studio and again after using restrooms
- Special sanitizer is used for pianos and keyboards, parents should ask the teacher before using their own sanitizer on the pianos.