



## Young Musicians

# Policies and Procedures

2018-2019

## Enrollment Policies and Procedures

Enrollment is for the entire school year (36 weeks). In order to register, parents or caregivers must complete, sign, and submit the appropriate registration forms. Registration will be complete once the family makes a payment that includes the non-refundable annual household registration fee, tuition, and materials fee. Classes may not begin without payment.

### Calendar

There are three scheduled breaks during the school year.

Thanksgiving Break (1 week)

Winter Break (2 weeks)

Spring Break (1 week)

### Required Information

PCM requires certain information to complete the registration process. This includes parent contact information, student information (including birthdate and pertinent medical information), and emergency contact information for an additional person.

### Tuition and Fees

An annual household registration fee of \$50 is assessed each school year. Tuition is pro-rated for students enrolling after the start of the school year.

Young Musicians tuition is broken down into a per class fee. Young Musicians classes require payment of a non-refundable materials fee between \$35-\$55. You can pick up your materials from your instructor once payment is received. Please contact the office for specific materials fee information.

Summer tuition is billed separately from the school year, and initial payment for summer lessons is due June 15.

### Payment in Full

Tuition is billed on an annual basis and payment must be submitted to PCM prior to the start of instruction. Students receive a 5% discount (off tuition only) if annual tuition is paid in full by August 15.

Because summer classes are billed separately, you will need to contact the office for payment.

### Payment Plans

Families must come to the office prior to the start of classes to set up a payment plan. Payment plans are available in either three quarterly installments, or automatic monthly installments. There is no additional fee for choosing a payment plan.

Quarterly installment payments are due August 15, November 15, and February 15.

## Enrollment Policies and Procedures (cont.)

Monthly payment plans must be set up as an automatic credit card or bank charge.

### Late Payments and Accounts

A \$25 fee is charged for all late payments. Late payment fees are assessed one month after payment due date.

Enrollment will be paused for accounts more than 60 days past due. The office will notify a student's teacher should enrollment need to be paused. Students may resume when the account is paid to date.

Students with outstanding balances are not permitted to register or enroll in new classes until all account balances are paid in full.

### Refunds

Students may receive a full tuition refund when withdrawing at least 2 days prior to the first class. Refunds or class credits are not given for student absences.

### Early Withdrawal Fee

If a student discontinues prior to end of the school year, an early withdrawal fee of \$100 will be assessed. Discontinuation is effective on the date that a family submits written notification to the front office. Under no circumstances will tuition be retroactively refunded or credited. Students are responsible for notifying the office of discontinuation in a timely manner.

### Payment Methods

Acceptable forms of payment include cash, check, money order, or valid credit card (American Express, Visa, or MasterCard). All checks or money orders should be made payable to "Pasadena Conservatory of Music." A \$35.00 fee is assessed for all returned checks.

## Online Registration and Student Accounts

New students are required to attend one free trial lesson. Please contact the office to schedule your trial lesson.

Current PCM students may register for classes and make payments online at:

<http://pasadenaconservatory.org/current-students/online-registration/>

Through this portal, families can view student enrollment information, check account status, and make payments. Student log in requires the email address reported on the registration form and a password. Please contact the PCM office if you need your password reset.

## Class Cancellation

PCM reserves the right to cancel any course for which enrollment is insufficient for the organization of a class. PCM publications list classes offered as of the time of printing. Classes may be rescheduled or cancelled due to unforeseen circumstances.

### Student Absence and Make-Up Policy

Students are allowed six make-up classes per year (where space is available). Make-ups must be arranged in advance through the main office. Make-ups need to be scheduled at least 24 hours in advance in order to adequately notify the instructor. Make-ups cannot be scheduled more than two weeks in advance.

Students are allowed two make-ups per summer session.

## Photo/Video Release

Photographs and video taken of students at PCM may be used in PCM publications and press materials. The Pasadena Conservatory of Music requests permission in perpetuity to use your/your child's image and audio recordings in publicity and marketing materials. By granting your permission, you understand that your/your child's likeness could be used in various print, video, or online media.

By enrolling at PCM, you agree that use of said media is exclusively intended for the promotion of the Pasadena Conservatory of Music; that images of you or your child may appear on the internet for an extended period of time; that PCM will not offer financial or other remuneration for use of your/your child's image or audio recordings; that PCM is not responsible for any expense or liability incurred as a result of your participation. You may withdraw your consent at any time through written request.

If you have specific issues regarding your/your child's participation in any photograph or filming activity, please contact the PCM office.

## Campus Use

### Building Use

There are designated quiet waiting areas around campus. These areas are adjacent to studios.

Cell phone use is not permitted in studio or classroom areas, nor while driving in the parking lot.

Food and beverages are not permitted in studios or classrooms.

Do not disturb the belongings of any teachers found in the studio.

PCM is privileged to exhibit artwork on loan throughout the its campus. Please do not touch any of the artwork.

Students found to be defacing PCM property in any manner will be assessed a minimum fine of \$250.00.

Access to PCM spaces is available to students with disabilities.

### Safety and Supervision

Young children not receiving instruction must remain under the supervision of a caregiver at all times while at PCM. Under no circumstances will studios be used as play rooms for unattended children.

Caregivers are required to stay in their YM class with their children.

PCM provides security personnel seven days a week. Students and families are expected to comply with uniformed security personnel requests.

Any suspicious activity on the PCM campus should be reported to PCM staff immediately.

### Parking

Parking regulations are intended to safeguard PCM students, parents, families, teachers, and staff from injury.

Parking is only authorized in specific, designated parking spaces. Parking is prohibited in the designated drop off zone. Vehicles may not park, idle, or stand (whether occupied or not) in traffic lanes or obstruct traffic or obstruct legally parked vehicles in any way.

Operation of skateboards, roller skates, rollerblades, and non-motorized scooters in the PCM parking lot is prohibited.

Any vehicle parked, operated, or driven on campus shall be solely at the risk of the owner/operator. PCM assumes no liability or responsibility whatsoever for any damage to or theft from any vehicle parked at or driven onto the PCM campus.

## General Program Policies

If problems arise (e.g. financial, instructional, or personal), it is the responsibility of the parent and/or student to notify the office. Every effort will be made to respond to individual needs.

PCM reserves the right to dismiss any student due to lack of interest, frequent absences (more than two consecutive lessons), tardiness, behavioral problems, or failure to abide by school policies. In all but the most serious cases, teachers will place delinquent students on four-week probation. Failure to comply with the terms of the probation may result in immediate dismissal from PCM.

Pasadena Conservatory of Music admits students of any race, color, national/ethnic origin, gender, sexual orientation, age, religious affiliation, and ability. It does not discriminate in its admission, retention, financial aid, educational policies, or school administered programs.

### Pasadena Conservatory of Music

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