



Young Musicians Policies and Procedures

2020-2021

ENROLLMENT POLICIES AND PROCEDURES

Special notice due to COVID-19

Quarterly enrollment is available for all Young Musician classes. The annual household registration fee is waived for Young Musician classes for the 2020-2021 school year.

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. Participation may not begin without payment.

Calendar

There are three scheduled breaks during the school year. Please refer to the academic calendar for exact dates.

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

The annual household registration fee is \$50. 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. 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 September 15th.

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

Payment Plans

Families must contact 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 17, November 17, and February 17.

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.

**As of the date of this publication, our campus is closed to the public and we are therefore not accepting cash payments. Please pay by check or credit card at this time.*

GENERAL PROGRAM POLICIES

If problems arise (e.g. financial, instructional, or personal), it is the responsibility of the parent or caregiver 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, tardiness, behavioral problems, or failure to abide by school policies. In all but the most serious cases, teachers may place a student on a 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.

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 school 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.

Students are allowed two make-ups per summer session.

DISTANCE LEARNING POLICIES

Distance Learning (DL) refers to programs and lessons that are conducted virtually.

General Distance Learning Policies

All enrollment, payment, student absence, lesson and class, photo/video release, and general PCM policies also apply for students in DL programs. To participate in DL programs, students must have a device and the network connectivity requirements that support video conferencing instruction.

Students participating in virtual group classes must use Zoom Video Conferencing Software.

PCM staff and faculty, at their discretion, reserve the right to remove a participant or end a virtual learning session should a student engage in behavior that is inconsistent with a safe and welcoming learning environment.

Technical Problems and Assistance

To help prevent problems during a class, students are expected to meet software, hardware, and network requirements before participation in the lesson or class.

Instructors are not obligated to offer technical assistance, especially if it prevents the instructor from conducting a lesson or class. Students needing technical assistance should contact the Student Services Coordinator or Operations Manager. PCM cannot guarantee availability for technical assistance nor resolution to students' technical issues.

If instructors experience technical difficulties, students are not obligated to wait longer than 15 minutes for issues to resolve. Instructors must offer a makeup if a class is fully or partially suspended due to instructors' technical problems.

For more information about best practices in a Distance Learning format, please refer to our [Student Distance Learning Guide](#).

Online Registration and Student Accounts

New students may attend one free trial lesson before they enroll. Please contact the office to schedule your trial lesson, and please contact the office after your trial lesson to complete your enrollment.

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. Payment plans must be arranged through the office by contacting music@pasadenaconservatory.org.

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.

Photo/Video Release

Photographs and videos 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 images 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 prints, videos, 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.

Campus Use

Special notice due to COVID-19

At the time of this publication, PCM's campus is closed to students and the general public.

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 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 always remain under the supervision of a caregiver while at PCM.

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 or security 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.