

Stillwater Music Policies and Procedures

1) Class registration and tuition

- a) Full tuition is due each term (Fall, Winter/Spring, Summer) regardless of number of class sessions attended by the student.
- i) In the event the instructor misses a class due to a conflict or illness, that class will be rescheduled or a substitute teacher provided, or the class fee will be credited to the student.
 - ii) Stillwater Music classes follow the Durango School District 9R calendar for holidays and breaks. Stillwater Music adult classes may meet during 9R holidays or breaks if the instructor and students agree to it. Students in Stillwater Music adult classes must check with their instructor regarding classes during holidays and 9R breaks.
 - iii) Although Durango area schools (both in and outside of Durango School District 9R) are closed for a certain number of professional development days, **Stillwater Music classes are IN SESSION on all school professional development days.**
 - iv) Stillwater Music observes Durango School District 9R closures for weather and other emergencies, both for safety and to avoid confusion. Stillwater Music does not schedule makeup sessions for classes missed due to weather and other emergencies due to the immense logistical difficulty of coordinating many people's schedules.
- b) Class tuition schedule and payment options:

TUITION SCHEDULE & DISCOUNTS		
Payment option	Due date	Discount per class
Payment in full with early payment discount	Due by discount cutoff date (date is specified on Stillwater Music program website registration pages)	See website registration pages for discount details
Payment in full	Due upon registration	No discount
Payment plan	Arranged on a case-by-case basis. Please contact the executive director if you wish to arrange a payment plan.	No discount

- c) Class fees and tuition are subject to change.

- d) Late Payments: Payments received after the due dates above will be assessed a \$10 late fee, accrued monthly. Accounts more than 60 days delinquent will result in suspension from classes until payment arrangements have been made with the Stillwater Music executive director.
- e) Refunds: Because Stillwater classes are functioning, performing ensembles, student withdrawal from a class can cause considerable disruption. If a student withdraws from a class, tuition will be refunded as follows:
 - i) After the first class meeting of the term, or after the first class attended if the student registered after the start of the term, \$50 is non-refundable.
 - ii) 60 days after the first class meeting of the term the remaining tuition balance (i.e. tuition minus \$50) is non-refundable. Refunds for withdrawal before the end of this 60-day period are calculated on an even proration basis.
 - iii) Exceptions to the above refund policy include, but are not limited to:
 - (1) Mutual agreement between student/parent and Stillwater that a class or classes is/are not a good fit for the student
 - (2) Extenuating circumstances such as illness, family emergencies, relocation
- f) Exemptions: Any exemptions to class tuition policy must be arranged with Stillwater Music's executive director.
- g) Scholarships: Partial or full tuition scholarships for Stillwater Music classes are available to youth students based on financial need. Scholarship forms are available on the Stillwater Music website.
 - i) All scholarship recipients are required to perform certain tasks for Stillwater Music as arranged with Stillwater Music's executive director or program director.

2) Private lessons:

- a) One-on-one instruction is charged at a \$50/hour rate. Lessons are generally scheduled in 30, 45 or 60 minute increments, as arranged with instructor.
- b) Private lessons are billed monthly. Payment is due within 10 days of invoice.
- c) Students are expected to be on time and prepared for each lesson including:
 - i) Homework/practice assigned by private teacher
 - ii) Bring supplies (books, music, instrument, etc.)
- d) We require 24 hour notice for lesson cancellation via email and/or text and/or voicemail, or you may be charged for the unattended lesson.
- e) A student may be dropped from private lessons at the discretion of the teacher for failing to follow these guidelines.

3) Student conduct:

- a) Students are expected to attend classes regularly. If a class will be missed, please notify the instructor.
- b) Our focus in group classes is to develop individual students to become better musicians. At the instructor's discretion a student may be moved to a different class in order to provide a constantly challenging music environment for all students.
- c) Students are expected to participate and pay attention during classes and rehearsals. While playing music should be fun, there is little time in rehearsals and classes for horseplay. Students who continually disrupt rehearsals or classes will receive a warning first, will sit out the class second and will, as a last resort, be suspended.
- d) Students may be dropped off no earlier than 10 minutes prior to their class or lesson time, and must be picked up no later than 10 minutes afterwards unless other arrangements have been made with the instructor.
- e) Students waiting in the lobby area for their lesson, class, or rehearsal are asked to remain quiet in order not to disturb the classes/lessons/rehearsals currently in session.
- f) Students **MUST NOT** play or otherwise gather in the parking lot outside the building while they wait for lessons or rehearsals to begin. This is a heavy traffic area and drivers are not always aware or respectful of foot traffic in this area.
- g) Students are expected to be respectful of other classmates, bandmembers and instructors.
- h) Alcohol, recreational drugs and/or illegal substances are prohibited on Stillwater Music premises at all times for all people. Recreational drugs and illegal substances are prohibited at all Stillwater Music performances and/or functions.
- i) Students under the age of 21 may not, under any circumstances, drink alcoholic beverages or participate in the use of recreational drugs or illegal substances while participating in any Stillwater Music function or on any Stillwater Music premises. Stillwater Music performances and/or functions may take place at events/venues where alcohol is available. Any underage student who consumes alcohol or recreational drugs or illegal substances at a Stillwater Music performance/function or on Stillwater Music premises will be asked to leave the premises immediately and will be removed from all classes.
- j) Students over the age of 21 are asked not to drink alcoholic beverages on stage at performances.

4) Fundraisers:

- a) Students and their families are asked to participate in a limited number of fundraisers throughout the year. While we try to keep fundraising efforts to a minimum, it is a large contributor to the success of Stillwater Music's programs. Every effort is made to keep tuition affordable and at a minimum. However, tuition alone does not cover our expenses. Fundraisers

and private donations are essential to keeping programs running at Stillwater music and student/parent participation is needed and very much appreciated.

While the Stillwater Music program continues to grow and serve more students, our underlying goal is to instill a sense of community and friendship in each member. Every student and family member is welcome and is an important part of Stillwater Music's success in bringing music programs to the La Plata County area.