



PERMANENT STUDENTS POLICIES 2019-2020

REGISTRATION

- Open registration all year round for Private and Semi-Private lessons. Group lessons have specific start dates depending on the session.
- MCofM application to fill out and sign (includes personal information, policies acknowledgement and photo release, financial options and information).
- Annual registration fees are non-refundable and due at the time of registration. Full registration \$30 per student (\$60 for families of 2 or more) from August – May. Half Registration \$15 per student (\$30 for families of 2 or more) from January – May.
- Pre-payment for lessons is expected at time of registration in order to start lessons and secure the agreed schedule.
- MCofM has an open admission policy of non-discrimination on the basis of race, religion, ethnic origin, or sex in all of its programs and employment.
- All students must be 5-year-old at the time of the interview. Proof of age (birth certificate/passport) required for all 5 years old.
- Fall schedule reservations for returning students will be made upon receipt of \$30 non-refundable deposit towards your 1st Fall invoice.

ONLINE SYSTEM

The MCofM uses TeachWorks (online system) for scheduling, communication, billing and records. Once your application is processed you will be invited to create an account and have easy access to your personal information, schedules, lessons notes, invoices, payments and records. While it is not mandatory, it is useful and highly recommended. After creating your account you will be able to access it as follows:

At our home page (top right hand side) | <https://miamiconservatoryofmusic.com/> | Direct Link | <https://mcofm.teachworks.com/accounts/login>

SCHEDULING

- Private lessons are scheduled at the student's convenience, upon availability.
- All scheduling arrangements are done ONLY by our front desk staff. The MCofM manages all its teachers' schedules.
- The agreed time(s) is reserved for the entire academic year (August – May). Students are expected to come on weekly basis (monthly payment commitment for the entire period is required).
- Schedule changes during the year are possible upon availability. All changes must be worked out in advance prior to your next lesson.
- While you may expect the same teacher every week, we do not grant teacher's exclusivity. As all teachers are professional musicians, a substitute will usually be provided when a teacher is absent.
- Lessons will be suspended after 1 week of non-payment and dropped from the schedule by the 2nd week of non-payment.
- In order to keep the same schedule from one academic year to the other, a deposit of \$30 before or during the summer is required which can be applied towards the 1st Fall invoice.

TUITION and FEES | Private lessons rates (per class): 30 min - \$35 | 45 min - \$48 | 60 min - \$63

- Private and Semi-Private lessons: tuition is calculated on a monthly basis and PRE-PAID in full every month.
- Monthly amounts vary depending on the number of lessons in any given month.
- MCofM observed holidays are not included in the invoice.
- Two weeks (written) notice before next billing cycle is required to terminate lessons. Email your notification at info@mcofm.org.
- No refunds. No credits from month to month. No class omissions.
- Group sessions and camps are paid in full before the first day. No refunds.

PAYMENTS

- All payments are in advance.
- Except for accounts enrolled in automatic payments, a deposit of \$100 is required at the time of registration.
- We accept cash, checks (payable to Miami Conservatory of Music) and credit card (in person, online and over the phone).
- Returned checks fee: \$15.
- All payments are due on the 23rd of the month for the following month, except in the months of December and March when payments will be due on the 18th before Winter and Spring breaks.
- When due date falls on weekends or Holidays, this is one will be advanced to the closest working weekday, please refer to your invoice.
- All automatic payments are processed the day BEFORE the due date stated on the invoice.
- Payments received after the 1th of the month will be considered late and will incur a \$30 late payment fee. This fee also applies to credit cards enrolled in autopay not updated on time.
- Outstanding account balances will be transferred to a Credit Bureau.



COMMUNICATION

- All communication and notifications will be kept exclusively with the conservatory by phone (305-442-2283) or email at (info@mcofm.org).
- Email reminders are sent for every class to the email associated with your account.
- Personal information provided in the application is solely used for the purpose of communication and advertisement of our own programs and classes.

DISCOUNTS (Apply only to private lessons)

- 5% discount for multiple enrollments (family of 2 or more members) for monthly payments.
- \$25.00 referral discount per family (applied after the recommended family enrolled and paid for the second consecutive month).

CANCELLATION/CHANGES/TERMINATION

- **NO CANCELLATIONS ARE PERMITTED. Only changes to the schedule are allowed within the calendar month.**
- **24 hour notification is required to reschedule a lesson you cannot attend (by 5:00pm on Friday for Saturday lessons and by 5pm on Saturday for Monday lessons). Written notice required. That lesson must be rescheduled within the calendar month or it will be lost.**
- If the teacher is not available, a substitute will be provided.
- No omissions on monthly billing. No credits from month to month, semester to semester or from one academic year to the other. No refunds.
- Same day notifications or cancellations will be charged in full, as well as missed lessons and no shows.
- If you observe holidays not listed above, be sure to make arrangements as far in advance as possible. Please note that MCofM stays OPEN during TEACHER PLANNING DAYS.
- Two weeks (written) notice before next billing cycle (by the 15th of the month) is required to terminate lessons. No refunds. Email your notification at info@mcofm.org.
- Three repeated unexcused absences result in student being taken off the schedule and lessons being charged. The student will have to reschedule and re-enroll into the program. In this case, time and day cannot be guaranteed.
- SEVERE WEATHER: Rainy days are common in South Florida. A same day change request due to heavy rain will not be granted.
- TROPICAL STORMS/HURRICANES: The conservatory follows Miami Dade Public School actions. If MCofM must close due to inclement weather, mandated by Miami Dade County, no refunds or credits will be granted. Instead, make ups could be offered depending on the severity of the situation.

SCHEDULE CHANGES

- If you cannot attend a lesson, please notify the office at least 24 hour in advance to make a change to your schedule (by 5:00pm on Friday for Saturday lessons and by 5:00pm on Saturday for Monday lessons).
- Lesson changes will be allowed ONLY within the calendar month with you instructor or a substitute.
- Many instructors may not have any openings as their schedules are completely full, so lesson changes with the same teacher are not guaranteed.
- Only in extreme cases of emergency, and when proper notification and documentation is provided, a make-up class could be offered.
- No credits or refunds will be offered for lesson changes not taken within the calendar month.
- It is the responsibility of the student or parent to follow up and keep up with the schedule changes.

TARDINESS

- If a student is running late to class please notify the office ASAP. Full lesson time will not be guaranteed.
- If a student is running late to class and no notification is received, faculty will wait just 10 minutes for a student.
- Faculty tardiness will be worked out in a case by case basis.

All prices are subject to change. We reserve the right to amend our policies at any time. Updated 07.24.2019

I have read the policies and I understand and agree to all terms and conditions.

Signature and Date: _____



PERMANENT STUDENTS POLICIES 2019-2020

PAYMENT OPTIONS FORM

Account Holder Name: _____

Student Name(s): _____

OPTION 1:

Auto-Payment Enrollment | *Credit Card Required*

- Please provide credit card info in the online application or via the secured Teachworks Link sent to your email within the next 3 days.
- Payments processed the day before the due date (EI: if invoice due on the 23, payment processed on the 22)
- It is the payer's responsibility to keep this information updated to ensure payment are processed in a timely manner by the due date and to avoid late fees.

(please circle Yes or No)

NO YES | I, _____, understand I will be responsible for all tuition charges incurred while the student(s) mentioned above is enrolled at MCofM and for submitting payments in a timely manner according to the current payment policies. I do, hereby authorize MCofM to charge my credit card. I agree that I am either the cardholder or the authorized individual to make this purchase. I am responsible for maintaining this information up to date.

Signature and Date: _____

OPTION 2:

Regular Monthly Payment | *\$100 Deposit Required*

- The MCofM requires a deposit of \$100 from all students holding a permanent schedule, unless enrolled in automatic payments.
 - *Deposit is non-refundable. This deposit will be disbursed into the student's account after a termination notice is received (minimum two weeks' notice) to stop all lessons. Students are responsible for handling this credit.*
 - *Options to redeem deposit are: 1. To use towards last invoice. 2. To schedule additional lessons. 3. Donate to the scholarship fund.*
- Students are responsible for paying any and all outstanding balances. Unused funds will be kept for a three month period after which it will be transferred towards the MCofM Scholarship Fund.
- Account holders will receive monthly invoices via our online system. (refer to "Payment Polices")
- Payer is responsible for submitting payment on the due date and abide by the policies.

(please circle Yes or No)

NO YES | I, _____, understand I will be responsible for all tuition charges incurred while the student(s) mentioned above is enrolled at MCofM and for submitting payments in a timely manner according to the current payment policies. I understand and agree to the deposit terms and conditions and will abide by all payment policies in place

Signature and Date: _____