

Welcome to FAME Center! Please read the following policies carefully. We put these policies in place to create a safe, enriching, creative and enjoyable community for teachers and students. Some policies apply only to private lessons and some apply to all classes.

Thank you for joining the FAME Center Community!

#### Annual Registration and Lesson fees:

A non-refundable one time fee of \$40 per family is required at the time of registration for all private lessons. FAME Center's annual registration fee covers the administrative cost of processing student enrollments, recital fees, piano tuning and building maintenance. There are no registration fees for trial lessons or group classes.

All lesson and class fees are due at the time of enrollment. For current private lesson students- to retain your lesson day and time, payment must be made by the due dates indicated on the Billing Periods and Payment Schedule.

#### Late Fees:

I authorize FAME Center to charge a \$20 late fee if payment is not received by the due date.

#### Withdrawal and Refunds:

*Private Lessons* - Current students may withdraw from Private Lessons at the conclusion of a billing period. Students who wish to withdraw must submit a notice of withdrawal in writing to the administrative office prior to the end of the billing period.

*Group Classes* - FAME Center reserves the right to cancel any class that does not meet its minimum student enrollment prior to the first class.

If a class is canceled by FAME Center due to lack of enrollment, FAME Center will offer a full refund or credit to the student in the manner in which tuition was paid. (Cash payments will be refunded by check.)

Student cancellations up to 7 days prior to the start of class will receive a full refund or credit, minus a \$20 withdrawal fee.

**No refunds are available after this time.**

Refund requests must be made in writing and submitted to [admin@famecenter.org](mailto:admin@famecenter.org).

#### Reasons of Termination:

FAME Center reserves the right to terminate lessons to any students for disorderly or inappropriate conduct and for failure to make an effort toward practicing their instrument of study. We cannot mandate practice time in the home, but if a student is showing no effort and a lack of interest on a continual basis, FAME Center reserves the right to recommend another instrument/class, or terminate the lesson. FAME Center reserves the right to terminate lessons to any student who incurs 3 or more no shows or consistent tardiness.

#### Missed Lesson Policy:

##### ***Private Lessons***

**In the event of any student absence, please notify your instructor more than 24 hours in advance.** FAME Center does not offer make-up lessons or reimbursement for missed lessons that occur for any reason. This policy is in respect to our faculty, who reserve a specific time for each student. This time cannot be given away to someone else, thus s/he does not have the opportunity to make up for the lost income. Lessons which are canceled by the instructor for any reason will be made up at a mutually convenient time, or a credit will be given for the missed lesson two weeks after the conclusion of the Quarter. Makeups are arranged between the student and the instructor. In the event that a make-up lesson is needed, the make-up lesson may take place in-studio or via Zoom. Parents and teachers can decide together which option will work best for both parties. **The office does not schedule make-up lessons for instructor or student cancellations.**

### **Group Classes**

FAME Center does not offer reimbursement for missed classes that occur for any reason.

#### Substitutions:

I understand FAME Center reserves the right to provide a substitute teacher, if the regularly scheduled teacher is unavailable.

#### Extreme Weather or Unexpected Interruption of Classes:

Make up lessons for pandemic, inclement weather, or "Act of God" closure will be given at the instructors' discretion if their schedule allows. There are no refunds or credits for canceled lessons due to pandemics, acts of god, or inclement weather.

#### Refunds:

I understand FAME Center does not issue refunds for missed or canceled lessons. Refunds are only given if a payment processing mistake is made by staff.

#### Care of Students:

(Private lesson policy) FAME Center teachers are not responsible for providing before or after class care for students. We kindly ask that you pick up your student on time.

If you are going to be late, please text or call your teacher and/or the FAME Center. If a parent is more than 15 minutes late picking up a child, a \$15 fee will be charged per incident. It is very difficult for our staff when parents are late. The safety of our children is our utmost priority, but we also have to stay on schedule with lessons and we do not have the capacity to wait with them if a parent is running late.

I understand that as a parent/guardian, I am responsible for picking up my child on time.

#### Injuries:

As a student or legal parent or guardian of a student, I release and hold harmless FAME Center, its owners and operators, directors and officers, from any and all liability, claims, demands, and cause of action whatsoever, arising out of or related to any loss, damage, or injury, including death, that may be sustained by the participant, and/or the undersigned, while in or upon the

premises or any premises under the control and supervision of FAME Center, its owners and operators or in route to or from any of said premises.

**Photo Release:**

Photographs of students engaged in instruction, rehearsal, or performance activities at FAME Center may be used in publications, local newspapers, magazines, electronic media, and related publicity materials. Completion of registration constitutes consent and permission by the student and student's parent(s)/guardian(s) to use the student's first name and/or image for any advertising, publicity, marketing and packaging. By registering for this class, I grant FAME Center permission to photograph or video my/my child's participation in FAME Center's education programs. I also grant FAME Center permission to use my/child's likeness in a promotional capacity including but not limited to print materials, website, print, online or out of home media and other medium now or later developed; as well as permission to share photography and video including my/my child's likeness for use by media publications and institutions that fund FAME Center's operations and programs.

**Child Safety Policy:**

In order to help demonstrate proper form, posture, and the correct position of the instrument a teacher will occasionally touch a student on the arm, hand, or shoulder. Physical contact will never be used in a lesson unnecessarily, inappropriately or without consent.

We do not allow students to sit in teachers' laps for any reason.

Teachers are not allowed to go into the restroom with students. Teachers will walk students to the restroom door but will not go in. If a child is too young to use the restroom alone, they must go with a parent before their lesson.

For classroom training purposes and for the protection of our families, teachers and FAME Center, all classes taken over Zoom will be recorded. Recordings will never be made public without prior parental consent.