

## WITHDRAWAL POLICIES

**The Dean's Office must be notified if you wish to discontinue any activity at Hochstein.**

**Note: Neither notifying your teacher without notifying the office, nor non-attendance of an activity without notification, is considered official notification of withdrawal. In these cases, tuition charges will continue to accrue per the schedule below until the Office is contacted.**

INDIVIDUAL LESSONS	CHARGES ASSESSED
At least two working days prior to the student's first lesson or the first lesson of any quarter	No charges for the quarter
After two working days prior to the first lesson of any quarter	Student is billed for one lesson
After two working days prior to the second lesson of any quarter	Student is billed for two lessons
After two working days prior to the third lesson of any quarter	Student is billed for three lessons
After the date of the third lesson of any quarter has occurred	Student is billed for the entire quarter's tuition
CLASSES, ENSEMBLES, & WORKSHOPS	CHARGES ASSESSED
At least two working days prior to the student's first class of any quarter	No tuition charges
After two working days prior to the first class of any quarter	Student is billed for three classes
After the date of the third class of any quarter has occurred	Student is billed for the entire quarter's tuition

Students who need to withdraw for **verified** medical reasons will only be charged for lessons **through the point of withdrawal**.

## RULES AND REGULATIONS

**Absence Policy:** All lessons and classes scheduled for a student must be paid for, whether the student attends or not, as the teacher's time has been allotted to that student. **The office must, however, be notified of all absences in advance, by telephone or in writing.** Hochstein will credit, refund, or reschedule only if the teacher is absent.

**Inclement Weather/Emergency Closure Policy:** In the event that the School is closed due to inclement weather or some other official emergency, no credits or makeups will be offered for classes; individual-lesson teachers will schedule makeups for individual lessons and credits will be issued only if the teacher is unable to arrange for a makeup lesson. Teachers will also have the option of holding the lessons or classes virtually rather than cancel activities.

**Special Lesson Cancellation Policy:** For individual lessons, students are eligible for a Special Lesson Cancellation if the student has a religious holiday, public or private school music function, or a college entrance exam. Requests for excused absences must be made to the Dean of Students' Office at least *two working days prior* to the absence. No student will be granted more than two excused absences per school year.

**Suspension of Enrollment:** A student's enrollment can be cancelled for the following reasons: 1) Erratic attendance or habitual absences of more than 3 weeks in a row without permission of instructor or Dean's Office; 2) Continuous discipline problems; 3) Continual lack of practice, consistently poor attitude, and resultant lack of progress; or 4) Non-payment of any scheduled payment unless a special arrangement has been made with the Dean of Students or Business Office.

### Payment Policies:

- Customers are responsible for all payments per the schedule shown on the "Payment Plan" section of your registration invoice (minus any approved credits) unless you notify us of withdrawal in a timely manner per Withdrawal Policies above.
- As Hochstein provides account information/payment capability online and sends out e-mail invoices, we will not send out paper billing statements unless a customer specifically requests for us to do so. E-mail payment reminders will be sent 1-2 weeks before scheduled quarter or semi-quarterly payment dates.
- Past-due accounts will be charged a \$15 late fee for each payment date missed and students who are dropped for non-payment will be assessed a \$15 drop-for-non-payment fee.

## RESCHEDULED LESSON & CLASS POLICY

Teachers may sometimes need to cancel a regular-scheduled lesson or class due to other professional activities or for personal reasons. If a teacher does not schedule a makeup time, the student will receive a credit on their account. Both for the benefit of the student, and to allow for schedule adjustments with our professional faculty, these lessons and classes may be rescheduled throughout the year. If a student and/or parent agrees to a rescheduled day and time, the student will be charged for that rescheduled activity. Charges will be assessed for the rescheduled lesson or class even if the student cancels or does not attend without notification. Individual-lesson teachers are not obligated to makeup lessons missed by the student. Rescheduling for student absences is **only** at the discretion of the individual teacher. Students who are enrolled in a dance class are given the option to make up classes that they have missed – please check with your dance instructor for specifics on making up a missed class.

## PHOTOGRAPHY CONSENT

Periodically, professional photographers visit lessons and classes to update our photo library for the purpose of our publications, videos or website. If you or your child object to being included in these photo shoots, please advise us prior to the beginning of lessons or classes. Otherwise, the Hochstein School reserves the right to select and print photos representative of our programs.