



# STUDENT POLICIES

*Please check all boxes and sign below. Contact the front desk staff with questions/concerns.*

## **1. ABSENCES, TARDIES, AND MAKE UP POLICIES**

### **A. STUDENT CANCELLATIONS**

- Your tuition purchases a specific slot in the schedule and will not be refunded if you have to miss your scheduled lesson. We want you to take advantage of every lesson! However, we know that you may occasionally choose to miss your scheduled lesson due to illness, vacation, or another conflicting event. Please make attending your scheduled lessons a priority whenever possible.
- Students who give at least 24 hours advance notice of an absence are eligible to attend our group make-up class (held on the first Saturday of every month at the Summerhays location at 12:00 PM). This is valid for the next upcoming month's Saturday group lesson only and will not accrue.
- The front desk staff must be notified of upcoming absences or they will not be recorded and the student will not be eligible for the Saturday group makeup lesson for that absence.
- Students who give less than 24 hours advance notice of an absence or do not give any notice for a missed lesson are not eligible for the Saturday group make-up lesson and the lesson is marked as a no-show.
- Tuition is not refunded or prorated for missed lessons.

### **B. TEACHER CANCELLATIONS**

- If a teacher is unable to teach and gives sufficient notice, BIMEC will do their best to find a substitute to replace the teacher until they return. Students who choose to not take lessons from the substitute will not be refunded for the missed lesson.
- If a teacher does not give enough notice of their absence and BIMEC cannot find a substitute, students will be scheduled for a private make up lesson when their teacher's schedule permits within the current or following month. Students who choose not to use this rescheduled private lesson option within the following month will not be refunded for the missed lesson.
- If a teacher does not show up for a lesson, the student will not be charged for that lesson and will have the option to switch teachers.

### **C. STUDENT TARDINESS**

- Students who are tardy to their lesson by 15 minutes or more forfeit that lesson.
- Students who are less than 15 minutes tardy will receive instruction for the duration of their lesson time slot. Lessons will not go over their scheduled time slot to make up for time lost due to student tardiness.

## **2. STUDIO POLICIES**

### **A. WAITING AREA**

- No food or drink (besides water) is allowed in the waiting area or studios.
- We have a small selection of toys and books available for use while waiting for lessons. Parents are responsible for monitoring their children and clean up any messes they make.
- Children may not be left unattended by a parent for any amount of time.
- Diapers should only be changed in the restroom (located upstairs in the piano gallery area). If mothers are nursing, they are welcome to stay in the waiting area and do so as long as they are covered up.

## **B. THEORY LAB COMPUTER**

- The theory lab computer is only for the use of currently enrolled students.
- Absolutely no food or drink (including water) is allowed near the computer.

## **C. RETAIL STORE**

- Parents are responsible for making sure their children do not venture into the retail store unattended.
- Any merchandise that is damaged by children must be paid for by their parents.
- Retail merchandise cannot enter the studios until after it is purchased.

## **D. LESSON OBSERVATION**

- Parent observation in lessons is encouraged, especially for younger students.
- Parents are welcome to ask for teacher advice on the best way to aid their child's learning. They may not seek personal instruction from their child's teacher. Teachers may ask observing parent to wait outside if they become overly disruptive to the lesson.
- If parents are observing their child's lesson, they should leave other children in the waiting area (only if they have another responsible and capable person to watch them) or leave them at home.

## **3. TEACHER CONTACT POLICY**

### **A. RELEASING TEACHER CONTACT INFORMATION**

- The front desk staff and the teachers will not release any teacher's personal contact information to anyone. If you need to contact your teacher, call, email, or text the school and leave a message for them and the front desk staff will make sure it gets to your teacher.

## **4. TUITION POLICIES**

### **A. TUITION IS NON-REFUNDABLE**

- If a student withdraws in the middle of the month, tuition will not be refunded (see withdrawal policy on the next page).
- Tuition is a flat rate per month regardless of the number of lessons received that month.
- Tuition is not prorated for student absences (see absences policy on first page).

### **B. PAYMENT METHODS AND DUE DATES**

- BIMEC requires a credit card number on file for each family (Visa, Master Card, Discover, or American Express). Monthly tuition will be pulled through our AutoPay system the 20th of every month (or whatever business day follows, if the 20th falls on a weekend). Our AutoPay system will send students email notifications when it pulls tuition. Students are welcome to contact BIMEC staff if they believe they have been billed in error.
- If tuition cannot be pulled from the credit card on file, the student will be notified and have until the 1st of the month to update their credit card. If the card is not updated by the 1st, the student will be removed from their teacher's schedule. Removed students can be returned to the schedule 24 hours after their balance is paid. However, BIMEC cannot guarantee that the student's lesson time will still be available.
- Students may choose to not use our AutoPay system, but must still have an up-to-date credit card number on file and will be charged a \$5 service fee each month. Their monthly tuition will be due on the 20<sup>th</sup> of the previous month. After the 25<sup>th</sup>, unpaid accounts will accrue a \$10 late fee. Students who have not paid by 6pm the last weekday of the month will be removed from their teacher's schedule. (*Ex: June tuition is late on May 25. If the last weekday of May is a Wednesday, students who haven't paid their June tuition by 6pm that Wednesday will be removed from the schedule.*) Removed students can be returned to the schedule 24 hours after their balance is paid. BIMEC cannot guarantee that the student's lesson time will still be available.

### **C. TUITION RATES**

- All students must pay a \$25 registration fee when they enroll for each year.

- ❑ Families with multiple enrolled students are eligible for the Multi-Student Discount: \$5 off tuition for the 2<sup>nd</sup> student, \$10 off tuition for all additional students.
- ❑ Students enrolled in multiple classes will receive \$5 off their additional classes This will not count toward the multi-student discount since this is just one student.
- ❑ \*Group tuition applies to custom groups formed with 3 or more students. Each existing Group Program we offer (Kodaly Strings, Let's Play Music BIMEC Choir, etc.) has its own pricing structure that will apply.

❑ **Traditional Student Rates (lesson time 3:00 PM – Closing)**

LENGTH/TYPE	MONTHLY RATE
30 min. private	\$90
45 min. private	\$135
60 min. private	\$170
45 min. duo	\$75 per student
60 min. group* (3+)	*\$60 per student

❑ **Early Bird Student Rates (lesson time 10:00 AM – 2:30 PM)**

LENGTH/TYPE	MONTHLY RATE
30 min. private	\$85
45 min. private	\$130
60 min. private	\$165
45 min. duo	\$75 per student
60 min. group* (3+)	*\$60 per student

**D. HOMESCHOOL STUDENTS**

- ❑ In order to qualify for the Homeschool Student Rates, the student(s) must be currently enrolled with Harmony, Lumen, or MyTech High, and their BIMEC lesson(s) must fall between 10:00 AM and 2:30 PM.
- ❑ Harmony students' BIMEC enrollment must coincide with Harmony approved list. Students not on the Harmony approved list may still enroll in lessons, but they must pay the full Early Bird rate themselves.
- ❑ Harmony does not cover student registration fees, so Harmony students are expected to pay the \$25 registration fee themselves.
- ❑ BIMEC is not semester based, so homeschool students must abide by the withdrawal policy below in order to properly cancel lessons or the Early Bird tuition rate will be charged.

❑ **Homeschool Student Rates**

LENGTH/TYPE	MONTHLY RATE
30 min. private	\$75
45 min. private	\$120
60 min. private	\$155
45 min. duo	*\$70 per student
60 min. group (3+)	*\$55 per student

**5. WITHDRAWAL POLICIES**

**A. NOTICE OF WITHDRAWAL**

- ❑ Intent to withdraw must be given directly to the front desk staff by the last day of the month or tuition for the next month will be charged and not refunded.
- ❑ Certain programs include early withdrawal fees. Private lesson students will not be charged a withdrawal fee, but need to alert front desk staff of their intention to drop before the last day of the month, otherwise they will be charged for the full month's tuition with no refund. Students who withdraw for more than 6 months will need to re-register before beginning classes again.

**B. TUITION**

- ❑ Tuition will not be refunded if a student cancels before the end of the month.

## 6. RECITALS

### A. BIMEC RECITALS

- ❑ BIMEC holds three recitals each year: in October, December, and May. The dates of the recitals can be found on the year calendar. Specific times will be coordinated between teachers and the front desk staff.
- ❑ Teachers will recommend a specific day and time for their studio recital. Students must confirm their attendance at their teacher's preferred recital time slot with the front desk. Additional coordination based on individual needs can be arranged.

### B. RECITAL WEEKS

- ❑ The week of recitals, the recital will count as a student's lesson for that week. Students who cannot attend the recital should schedule makeup lesson times with the front desk staff. Students who wish to hold additional private lessons the week of recitals should contact the front desk staff to work out times and payment.

## 7. PARENT PORTAL

### A. FUNCTIONS

- ❑ The Parent Portal can be used to register for courses and recitals, as well as to see past payments. Students who are curious about using the Parent Portal should contact the front desk staff.

# I HAVE READ AND AGREE WITH THE STUDENT POLICIES

Parent/Adult Signature: \_\_\_\_\_ Date: \_\_\_\_\_



*If you have any further questions, comments, or concerns, please direct them to the front desk staff.  
After signing this page, please fill out the following student information sheet.*

# **STUDENT INFORMATION SHEET**

<b>*<u>Student Name</u></b>	<b><u>Age &amp; Date of Birth</u></b> Age: _____ Date of Birth:*
<b>*<u>Parent/Guardian</u></b>	<b>*<u>Phones</u></b> Home: _____ Cell: _____ Other: _____
<b><u>Street Address, City, State and Zip</u></b>	
<b>*<u>Email</u></b>	
<p style="text-align: center;"><b><u>How did you hear about the Best in Music Education Center (check one)?</u></b></p> <p> <input type="checkbox"/> Free Class with Purchase           <input type="checkbox"/> Fliers           <input type="checkbox"/> Walk In           <input type="checkbox"/> Former Student           <input type="checkbox"/> Web Site           <input type="checkbox"/> Teacher Referral       </p> <p> <input type="checkbox"/> Referred by _____           <input type="checkbox"/> Other _____       </p>	

The registration fee is **\$25**. Tuition is \$ \_\_\_\_\_ for the month of \_\_\_\_\_

and \$ \_\_\_\_\_ monthly starting \_\_\_\_\_.

**Today's total: \$** \_\_\_\_\_

***-----For administrative use only-----***

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

**STUDENT TYPE:**  Traditional(3pm or later)  Early Bird(10am-2:30pm)  Homeschool–Harmony/Lumen/MyTech

**STUDENT:**  Contact(s) Info  Login ID  Gmail Contact  Email Policies/Calendar  
 Student  Delete Drop Date  Class Fee/Homeschool Fixed Fee/Cat1  Birthday  
 Billing Info  Membership Type  Card#  Post Fees  Payment  Student Folder

**CLASS:**  Enroll(date: \_\_\_\_\_)  Class Name \_\_\_\_\_

Location  Room  Session  Room  Class Fee (Early Bird, Traditional, 60, 45, 30, DUO, Group)

Start/End Times  Max Size  Instructor \_\_\_\_\_