



STUDENT POLICIES

Last updated December 8th, 2020

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

1. ABSENCES, TARDIES, AND MAKE UP POLICIES

A. STUDENTS - LESSON 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 an absence forfeit that lesson and are not eligible for the Saturday group make-up lesson.
- Tuition is not refunded or prorated for missed lessons.

B. TEACHERS - LESSON 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 cleaning 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).

B. 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.

C. 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 parents 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, you may do so through our online student portal, My Music Staff, or via their BIMEC gmail address or Google text line. You are also always welcome to reach out to the administrative staff and they will pass along your message.
- All scheduling matters must be taken care of with the front desk staff, not with teachers.

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). Students have two options for processing monthly tuition:

AutoPay: Invoices will be sent 10 days before the billing period start date (the 1st of every month). Tuition is due 1 week after the invoice receipt date (7 days before the 1st of the next month). For example, tuition invoices for December 2020 would have been sent and processed (for those on AutoPay) on November 21st.

If tuition cannot be pulled from the credit card on file, the student will be notified and have until the 30th of the month to update their credit

card. If the card is not updated by the 30th, 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.

Alternative Methods: If you have not elected AutoPay, you will be responsible for paying tuition by the due date indicated on each invoice received. This due date will be exactly 7 days from the date of the invoice (usually the 25th or 26th). We accept cash, check, payments over the phone, or payments online (credit/debit or PayPal). A \$5 convenience fee applies to accounts paid online that are not on AutoPay. Accounts unpaid by the due date will be charged a \$10 late fee and any account unpaid by the 30th month will be dropped from lessons until 24 hours after payment has been received. 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 each year (annually).
- ❑ Families with multiple enrolled students are eligible for the Multi-Student Discount: \$5 off tuition for the 2nd student, \$10 off tuition for all additional students.
- ❑ Students enrolled in multiple classes will receive \$5 off each additional class.
- ❑ *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)**

30 minute (weekly) private lesson	\$109
45 min. private	\$164
60 min. private	\$218

❑ **Early Bird Student Rates (lesson time 10:00 AM – 2:30 PM) - not applicable in Summer**

30 minute (weekly) private lesson	\$104
45 min. private	\$156
60 min. private	\$208

❑ **Other Lesson Types - Rates (regardless of time scheduled)**

30 min. DUO (2 students)	\$79 per student
45 min. DUO (2 students)	\$84 per student
60 min. DUO (2 students)	\$89 per student
*60 min GROUP (3+) (no multi-student discount)	\$65 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 the 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 may not cover student registration fees, in which case Harmony students will be 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 (lesson time 10:00 AM – 2:30 PM)

30 minute (weekly) private lesson	\$94
45 min. private	\$146
60 min. private	\$198
See table above for duo/group rates	-

5. WITHDRAWAL POLICIES

A. NOTICE OF WITHDRAWAL

- ❑ Intent to withdraw must be given directly to the front desk staff by the last business 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 3 months will need to re-register (including paying the \$25 registration fee for the year session again) before beginning classes again.

B. TUITION

- ❑ Tuition for an upcoming month can be refunded **if** a student cancels with sufficient notice (by the last business day of the month). For example, students will be refunded already processed July tuition if they notify us of an intent to withdraw/cancel by the last day of June.

6. RECITALS

A. BIMEC RECITALS

- ❑ BIMEC holds three recitals each year: in October, December, and May. The specific 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.

7. STUDENT PORTAL

A. FUNCTIONS

- ❑ We use an online student portal called My Music Staff for scheduling and communication. This site can be used to view account details, make tuition payments, receive and send messages, and even register for courses and recitals. If you have any questions about using your MMS account, please let us know!