



# RUTGERS®

## Community Arts

## Policies & Procedures

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### CLASSES, ENSEMBLES & PRIVATE LESSONS

#### Sample Classes & Ensembles

- Prospective students are invited to sample most Rutgers Community Arts classes and ensembles free of charge.
- Please contact our administration to request a sample class or ensemble session – [communityarts@mgsa.rutgers.edu](mailto:communityarts@mgsa.rutgers.edu) | 848-932-1500

#### Inquiries

- Questions concerning classes, ensembles, or private lessons questions should be submitted via email or phone. [communityarts@mgsa.rutgers.edu](mailto:communityarts@mgsa.rutgers.edu) | 848-932-1500
- Administration Hours of Availability: Monday – Friday, 10 a.m.-6 p.m., and Saturday, 9 a.m.- 2p.m.

#### Private Instruction - Trial lessons

- All prospective private lesson students – children and adults – are required to schedule a trial lesson prior to registering for an entire semester’s worth of instruction.
- Students must provide their own instruments for trial lessons (drum set and piano are exceptions to this requirement). Students who attend trial lessons without an instrument may not be able to proceed with the trial lesson. Refunds or credits will not be provided should the instructor determine that it is not possible to proceed with a trial lesson due to the student not bringing an instrument to the lesson.
- A trial lesson is paid for in advance by the student at the instructor’s standard hourly rate. Students are not required to commit to an entire semester of instruction at the time they register for a trial lesson.
- Students wishing to continue lessons with an instructor following a trial lesson must commit to weekly instruction for the remainder of the semester.

- Once a trial lesson is completed, students may register for the remainder of the semester with the instructor with whom s/he had a trial lesson. If the student does not register for the remainder of the semester within one business day following the trial lesson, the lesson slot will be released and will become available to other prospective students.
  - It is possible to schedule another trial lesson with a different instructor if the student so wishes.
  - It is not possible to schedule repeated trial lessons with the same instructor.
  - Cancellation of trial lessons: Trial lessons canceled with a minimum of 48-hours' notice will result in a refund to credit card. In the case of trial lessons canceled due to family or medical emergency with less than 48-hours' notice, a refund will be made. Trial lessons cancelled or missed without adequate notice will not be refunded or credited.
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### **MID-TERM REGISTRATION FOR CLASSES AND ENSEMBLES (not private lessons):**

Any registration for a class or ensemble within the ....

..... first ¼ of a class term will be charged at 100% of tuition+ registration fee.

..... second ¼ of a class term will be charged at 75% of tuition+ registration fee.

..... the last 1/2 of a class term will be charged at 50% of tuition + registration fee.

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### **REGISTRATION PERIODS**

#### **Fall & Spring Semester Registration-Private lessons**

- Students who have completed a trial lesson, or who are continuing students of Rutgers Community Arts, may register for an entire semester once the registration period is open.
- Please note that a semester-long commitment to instruction is required.
- Priority registration for private lesson instruction is offered to current students for their same timeslot.
- Registrations are accepted thru out the semester and are prorated from the first scheduled lesson or class.
- Registration fee: a registration fee of \$25 per person, per private lesson arrangement will be assessed. Classes and ensembles do not have registration fees.

#### **Summer Semester Registration-Private lessons**

- Students may register for lessons a la carte during summer months.
- A commitment to regular weekly lessons is not required.

- Students are required to adhere to the schedule for which they registered. All missed lessons and withdrawal policies remain in effect.
- A registration fee of \$15 will be assessed once per private lesson during summer months.

### Online registration for classes and ensembles

- All classes and ensembles are available for online registration.
- *For ensembles requiring an audition for admittance, or for classes with prerequisites in place, please contact the Rutgers Community Arts Administration prior to registering online.*

### MAKEUP POLICY – student absences

Private lessons: One make-up lesson per semester is offered for student absences only if the student provides notification to the Rutgers Community Arts office 24 hours in advance of an absence.

Trial lessons: Trial lessons cancelled with a minimum of 48-hours' notice will result in a refund to your credit card. In the case of trial lessons canceled due to family or medical emergency with less than 48-hours' notice, a refund to the account will be made; a processing fee will not be assessed. Trial lessons cancelled or missed without adequate notice will not be refunded or credited.

- Notification of absences should be made via email (communityarts@mgsa.rutgers.edu) and phone (848-932-1500).
- Private lesson instructors are not obligated to provide make-up lessons for student absences beyond the aforementioned one make-up lesson per semester.
- Instructors are not required to provide make-up lessons for make-up lessons missed by the student for any reason.
- Refunds are not provided for student absences.

### MAKEUP POLICY – instructor absences

- Planned instructor absences: Rutgers Community Arts will provide a substitute instructor to teach during planned instructor absences. Students may not opt out of lessons with substitute instructors.
- Unplanned instructor absences: if an instructor cancels a lesson unexpectedly the lesson will be made up during the *make-up weeks* reserved at the end of each semester.

- Any additional absences on the part of the instructor will be made up on an alternate date convenient to both the instructor and student.
- In the event that an instructor is unable to make up missed lessons, a refund will be issued.
- Students may not opt out of makeup lessons provided by instructors.

#### **MAKEUP POLICY - classroom instruction**

- Rutgers Community Arts will provide make-ups for classes missed due to instructor absence or school closure at the end of the semester.
- Substitute instructors will be provided for planned instructor absences.
- Refunds will be provided at the end of the semester for classes canceled by the instructor that s/he is not able to make up, or for which it was not possible to provide a substitute instructor.
- **Makeup classes are not provided for student absences.**

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#### **ADMINISTRATIVE CANCELATIONS AND CHANGES IN SCHEDULE OR INSTRUCTOR**

- Rutgers Community Arts reserves the right to cancel courses with insufficient enrollment or when facilities become unavailable; or change instructors when warranted.
- In the event a course is canceled by Rutgers Community Arts, a full tuition refund will be issued to those who have registered.
- All published course schedules are subject to change.
- Please refer to our website for up-to-date course information.

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#### **REFUNDS AND WITHDRAWALS**

*An important consideration for all registrants: following a trial lesson or sample class, continued private lesson or class registration requires a semester-long commitment. There are no options for a la carte class participation.*

- If the student discontinues private lessons before the end of the semester, no refund will be issued.

- Cancellation of a full semester of private lessons: Students may cancel a full semester of private lessons no later than one week prior to their first lesson. **All refund and withdrawal requests must be made in writing (email is acceptable)**. If the request is confirmed by the director in writing or via email at least one week before the start of lessons, the student will be provided a full refund through credit card, less the registration fee. No refund will be issued for withdrawal from private lessons after the start of lessons.
  - Withdrawal from classroom/group instruction at least one business day before the start of classes for any reason is allowed; a full tuition refund will be processed, less a \$15 processing fee.
  - Withdrawal from classroom instruction before the fourth week of classes begins will result in 60% refund of course tuition.
  - Withdrawal from classroom/group instruction after the fourth week of classes results in forfeiture of tuition; no refund will be made.
  - Exceptions to this policy may be made in cases of extended illness, serious injury, and/or medical emergencies.
  - The Rutgers Community Arts Director will review refund written withdrawal/refund requests on a case-by-case basis.
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## PAYMENT

- Once a student is enrolled, the student is responsible to make all payments due. This includes payments for unexcused student absences and withdrawals.
  - Students not enrolled in a payment plan, or who have not paid for their lessons in full, will not be allowed to receive instruction.
  - Students are responsible for timely payment of Rutgers Community Arts invoices.
  - Partial payments will not be accepted.
  - Non-payment of Rutgers Community Arts charges will be sent to a third-party collection agency once the account is 120 days past due. This will immediately increase your balance due by 30% or more, as you will be responsible for the agency fees. Once your account is placed with an agency, you will not have the option to call our office and resolve this delinquency.
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## CHANGES IN STUDENT INFORMATION

- It is the responsibility of the student to notify the Rutgers Community Arts office of any changes to his/her address, telephone number, email address or relevant payment information.
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## INCLEMENT WEATHER

- If Rutgers University cancels classes due to inclement weather, Rutgers Community Arts will also cancel classes.
- Please refer to the [Rutgers Campus Status Page](#), [the Rutgers Community Arts Home Page](#) and our social media pages, or call the our office at 848-932-1500 for closure notices.
- A makeup will be offered, schedule permitting.
- Should winter student recitals be canceled due to inclement weather, they will be made up on the scheduled snow dates.
- Should recital snow dates be canceled for any reason there will be no make-up recitals.