



## Policies & Procedures

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### PRIVATE INSTRUCTION - TRIAL LESSONS

- All new students meet their prospective instructors in a trial lesson. The cost of this lesson is the instructor's regular lesson rate, and payment must be received before the lesson takes place.
- If your lesson goes well, students may register for the remainder of the semester with their instructor.
- If you need to cancel a trial lesson a minimum of 24-hours' notice is required for a refund.

### REMOTE INSTRUCTION

- RCA remote classes and lessons will be held using the Rutgers video conference service Zoom.
- Once a trial lesson or registration has been scheduled, an email will be sent with your Zoom meeting credentials.
- No other technology systems may be used for instruction at Rutgers Community Arts.
- All instruction is recorded and archived as part of our Protection of Minors policy. Only RCA staff will have access to view classes, lessons, and archived recordings, and they will be used only for supervisory purposes.

### IN-PERSON INSTRUCTION

- Students enrolled for in-person instruction must adhere to all RCA and Rutgers University COVID-19 safety protocols, which are subject to change at any time during the semester.
- Failure to adhere to safety protocols may result in cancellation of registration, at the discretion of the RCA Director.

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### REGISTRATION

#### Private Lessons

- Students register for weekly lessons at the start of each semester:
  - Fall/Spring: 13 weeks
  - Summer: 8 weeks
- A \$25 fee is assessed at the time of registration.
- Mid-semester registrations are welcomed, and will be prorated.

- One make-up lesson per semester is offered for planned student absences. Please notify the Rutgers Community Arts office 24 hours in advance of an absence to schedule a make-up lesson.
- Refunds are not provided for students absences.

#### Classes & Ensembles

- Students register for a full semester of instruction at the start of each semester; schedule varies by program.
- Mid-semester registrations are welcomed, and will be prorated.
- Makeups and refunds are not provided for students absences.

#### Instructor Absences

- Rutgers Community Arts may provide a substitute instructor to teach during planned instructor absences.
- If a substitute is not provided, cancelled classes and lessons will be made up during the make-up weeks reserved at the end of each semester.

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### ADMINISTRATIVE CANCELLATIONS AND CHANGES

- 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 CANCELLATIONS

- Cancellation requests must be made in writing to [communityarts@mgsa.rutgers.edu](mailto:communityarts@mgsa.rutgers.edu). Requests will be considered valid as of the date the email was received.
- Refunds or credits for participants who wish to cancel their registration will be handled in the following manner:
  - Cancellations requested more than one week before start of lessons or classes will result in a full refund or credit.
  - Refunds are not available for cancellations requested less than one week before the start of lessons or classes.

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### PAYMENT

- Online registration and auto billing is required of all participants.
- Participants have the option to pay in full at the time of registration, or to set up a payment plan for installment payments.
  - All payment plans require a credit card on file and auto-billing.
  - The number of payment installments and individual payment due dates can be customized.
  - Payment plans require a \$100 deposit and are assessed a \$20 fee.

- Please do not leave your credit card number in email messages or on our voicemail service. We are not able to directly process any card numbers.
- All invoices must be paid in full, or a payment plan must be set up no later than one week prior to the start of lessons/classes.
- It is the responsibility of the student to notify the Community Arts office of any changes to his/her address, telephone number, email address, or relevant payment information.

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## PARENT/GUARDIAN CONSENT FOR YOUTH PARTICIPANT VIRTUAL PROGRAMMING

Although the event coordinator(s) will use the utmost precaution in guarding the health of the above participant, I hereby RELEASE, WAIVE, AND DISCHARGE Rutgers, The State University of New Jersey and their respective employees, agents, representatives and volunteers from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or related to any loss, damage, or injury that may be sustained by my child, or to any property belonging to me, while participating in the Program. I am fully aware of the risks and potential hazards connected with participating in the Program, including but not limited to, the risk of data mining, phishing, viruses, malware, data breach of online information, cyberbullying, exploitation, victimization, cyber-stalking, online grooming, cyber predators, image replication, and I hereby elect to voluntarily participate in the Program.

In case of sudden illness or an accident seen on-screen during the activities associated with this virtual program, I authorize the chaperone(s) to take such action as seems appropriate to protect the health and well-being of the above participant. This may include contacting 9-1-1 to send immediate assistance to the address on file for emergencies. All efforts will be made to contact the parent(s) or guardian(s) in case of emergency.

### Photography, Video, and Audio Recordings

Media and Communication Policy Rutgers University routinely promotes programs involving minors through various media, including but not limited to newsletters, newspapers, brochures, and displays. I understand that audio recordings, photos, and/or video recordings of program participants, including my child, may be published. I hereby give consent for my child to be audio recorded, photographed, or video recorded in connection with participation in classes, private lessons, ensembles, summer camps and special events operated by Rutgers Community Arts of Rutgers University. I further agree that all such audio recordings, photos, or video recordings shall be the exclusive property of Rutgers, The State University of New Jersey and, subject to the limitations expressed below, I release and give Rutgers all rights of ownership and all rights to copy, publish, and use such audio recordings, photos, or video recordings. I acknowledge and agree that Rutgers may use any and all of the media for educational and promotional purposes, including but not limited to publication in brochures and other promotional materials and on the University's websites and social media. I understand that Rutgers will not identify my child by name.

I understand that this Program is conducted in an online/virtual environment and electronic communications will be necessary. The program coordinator(s) agree that such communications will be focused on topics related to the Program activities, no private communications will occur with youth participants, and the Community Arts office email account will be included on all communications with my son/daughter.

### Program Code of Conduct

The Program has established rules and standards of conduct to ensure the safety and well-being of all participants. These apply to all participants including minors, their parents, program staff and

volunteers. It is the responsibility of the parent/legal guardian and the participant to review the Program Code of Conduct.

#### Expectations of Youth Participant:

- Conduct myself in a courteous manner and treat members, parents, volunteers, staff, and others with respect.
- Harassment will be not tolerated. Hazing of any kind is prohibited. Cyberbullying is prohibited.
- The inappropriate use of imaging, screenshots, and digital devices is prohibited.
- I agree to follow all reasonable staff, volunteer and guest instructions and raise concerns respectfully.
- Dress appropriately when on video and ensure background is appropriate.
- Appropriate language is expected at all times (including in video, phone and/or group activity forums/chats).
- Participate in the digital environment to the same standard as a physical environment, including participating when called on, listening attentively, and minimizing distractions to others.
- Report inappropriate or illegal online behavior to program coordinators and/or to my parents.
- Violation of any of the above may result in dismissal or corrective action.
- Depending on the violation this may include; (a) verbal warning, (b) contact parent/guardian, (c) participant and parent/guardian sign a corrective action plan, and/or (d) immediate suspension or termination from the Program.

#### The following may result in dismissal from the program:

- Bullying, harassing or using derogatory language towards another person or group of people.
- Being under the influence of alcohol or drugs.
- Repeated absences or failure to meet agreed upon program work requirements.
- Violation of a University code, policy, or regulation.

### PARTICIPANT AGREEMENT

I understand that as a condition for participating in the Program, I must comply with the Program's rules and standards of conduct and follow all reasonable direction of the program staff. Failure to comply may result in disciplinary action including dismissal from the Program and I may be prohibited from attending and participating in this event and future programs at Rutgers University.

#### As the parent/guardian I will support my child's participation by:

- Making arrangements so my child is able to attend and sign-in on time and be prepared.
- Allowing time at home for my child to complete required assignments or activities.
- Communicating with staff prior to program start time if my child must be absent.
- Not making inappropriate requests of staff that conflict with program guidelines.
- Working together with program staff to resolve issues that arise with my child.
- Reporting illegal or inappropriate online behavior by staff or other program participants to program coordinators. o Other University

Resources [https://ipo.rutgers.edu/sites/default/files/Reporting\\_POM\\_Incidents.pdf](https://ipo.rutgers.edu/sites/default/files/Reporting_POM_Incidents.pdf)

### PARENT/LEGAL GUARDIAN AGREEMENT

I have received a copy of the rules for this Program and agree to abide by them. I have conveyed this information to the youth participant for which I am responsible. I understand that my child's violation of the rules and standards of conduct or failure to comply with the reasonable direction of Program Staff may result in my child's dismissal from the Program. I accept responsibility for all costs that may be associated with removing my child from the Program. I understand that dismissed participants may not be eligible for a refund of any fees or expenses associated with this activity.

IN AGREEING TO THIS CONSENT FORM, I ACKNOWLEDGE AND REPRESENT THAT I have read the foregoing, understand it and sign it voluntarily as my own free act and deed; no oral representations, statements, or inducement, apart from the foregoing written agreement, have been made; I am at least eighteen (18) years of age and fully competent and I am the parent or guardian of the child participant, and I execute this Consent Form for full, adequate and complete consideration, fully intending to be bound by same.

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<https://www.masongross.rutgers.edu/degrees-programs/community-arts/>