



Individual Music Instruction Policies

Please Note: Important information is highlighted in blue.

PAYMENT OF TUITION

Tuition is based on the full term of 39 weeks, divided into 3 payments. A new student may enroll at any time during the 39 week term. If enrollment does not begin at the beginning of a billing semester, tuition will be pro-rated according to which week enrollment occurs. The pro-rated tuition will include all lessons remaining in the current billing semester from the date of the student's first lesson. Tuition is due on the dates published on the Billing Periods and Payment Schedule. We will send an email reminder when tuition is due and post signs around the building.

A \$25 late fee will be applied to students' accounts when tuition has not been received by the tuition due date. **A student will lose their reserved day and time slot in their instructor's schedule if tuition payments and all outstanding charges on the student's account are not received by the time their last paid lesson has concluded.**

ANNUAL ENROLLMENT FEE

The annual enrollment fee per student is \$40. The annual enrollment fee is nonrefundable and is due at the time of enrollment. The enrollment fee helps cover the cost of piano maintenance and tuning, accompanist fees for free student performance opportunities, and building maintenance.

METHOD OF PAYMENT

The preferred method of payment for tuition and membership is check or cash. However, the Adler Center also accepts Discover, MasterCard, Visa, and American Express. Customers who wish to pay by credit card over the phone must contact the Adler Center before the tuition due date to submit card information. All students are able to pay invoices online at www.adlercenter.org. The Adler Arts Center does not retain customer credit card information on file for security reasons.

WITHDRAWAL

New Students – (*Students who have received 3 trial lessons*)

New students who withdraw after receiving 3 trial lessons will be refunded all unused prepaid tuition. Notification of withdrawal must be received at least 72 hours prior to their fourth scheduled lesson to receive a refund of unused prepaid tuition.



Current Students (*Continuing Adler Center students or students who have received more than 3 lessons*)

Current students may withdraw from Individual Music Instruction at the conclusion of a billing period. A \$20 processing fee will be applied for withdrawing before the term has ended. Current students who wish to withdraw must submit a notice of withdrawal in writing via email to the administrative office prior to the end of the billing period.

CANCELLATIONS AND MAKE UP LESSONS

PANDEMIC & INCLEMENT WEATHER POLICY *Pandemic Policy added 2020/2021*

We seldom cancel lessons due to inclement weather or global pandemics. Make up lessons for pandemic, inclement weather, or “Act of God” closure will be given at the instructors’ discretion if their schedule allows. **There are no refunds or credits for cancelled lessons due to pandemics, acts of god, or inclement weather.**

MISSED LESSON POLICY

In the event of any student absence, please notify the Adler Center Administrative Office in advance. It is very important that the administrative office is made aware of the cancellation. The office will notify your instructor and record the information.

IMPORTANT:

The Adler Center does not offer compensation (credit/refund) for student missed lessons that occur for any reason.

But why?

This policy is in respect to our faculty, who reserve a specific time for each student. This time cannot be given away to someone else, thus s/he does not have the opportunity to make up the lost income. Lessons which are cancelled by the instructor for any reason will be made up at a mutually convenient time, or a credit will be given for the missed lesson. Makeups are arranged between the student and the instructor. **The office does not schedule make-up lessons for instructor or student cancellations.**



SCHEDULING

Scheduling of lesson day and time is coordinated by the Adler Center Administrative Staff, not our individual music instructors. To permanently change a student's instructor, lesson day, or lesson time please contact the Adler Center at (847)367-0707.

CREDITS

Instructors are provided two weeks after the end of a billing semester to make up missed lessons due to instructor cancellations. If lessons cancelled by the instructor are not made up, a credit will be applied to the student's account. Students withdrawing from individual music instruction will receive a refund check for any credits due to instructor cancelled lessons or holidays.

DEPARTMENT & PUBLICITY CONSENT

While on the Adler Art Center premises, students and those accompanying them are expected to treat our facilities respectfully. Skates, skateboards, pets, etc. are not allowed in the building. Food and beverages are not permitted in the studios.

Photographs, audio, and video of students engaged in the Adler Arts Center activities including but not limited to instruction, rehearsal, workshop or performances may be used in Adler Arts Center publication, newspapers, magazines, radio, and other related publicity materials including the internet. Your payment upon registration constitutes consent and permission by the student and/or students' parent(s) and legal guardians to use the student's name and/or image/audio for any advertising, publicity, marketing, or packaging. This is irrevocable. If you are uncomfortable and would not prefer to be used in publicity, reach out to the Adler Center administrative team.

ADLER CENTER MEMBERSHIP

Students who currently are enrolled in lessons have automatic membership to the Adler Center.

FAMILY DISCOUNT

A \$20 discount per billing period, will be applied for each additional immediate family member taking private lessons. The first student will be charged the full tuition amount.