

POLICIES

Attendance, Absences and Make-ups

Tuition reserves all lesson times during the trimester for a student regardless of student non-attendance, vacation, field trips, school music obligations, sports, etc. In the event of illness or family emergency, the student/parent must contact the office as early as possible, and in such cases, every attempt will be made to reschedule the lesson during make-up week or as the teacher's schedule permits. **Teachers may only be able to make up one lesson per trimester.** All other absences are considered unexcused, but whenever possible we will work with you to find an alternate opening in the teacher's schedule for that week. NISOM is not obligated to make up for student absences. Cases of extended illness will be handled on an individual basis. Any lesson missed due to teacher absence or inclement weather will be made up or refunded upon request at the end of the school year. **New: Notify the office if you would like to forfeit your refund as a tax-deductible donation.** (Eligible on NISOM cancellations only.) In the event of teacher absence, NISOM reserves the right to provide a substitute teacher. **No credits or refunds will be given for student absences.**

Payment Options

Full tuition is due before the start of each trimester. Students/parents may pay with cash, check, or credit card, or have the option of making monthly payments through automatic bank withdrawal. Written notice is required one month in advance if automatic withdrawal needs to be stopped for any reason. **See tuition schedule for more details.**

Discontinuing lessons

If it is necessary for a student to withdraw, students/parents should fill out a Discontinuance Form, obtain the teacher's signature, and return it to the office. This must be done **one month in advance** of withdrawal in order to receive any refund for the remainder of the trimester (or to stop the automatic withdrawals). No refunds will be given for those students withdrawing from lessons during the last four weeks of a trimester. Written notice is also required for students who wish to withdraw at the end of the 1st or 2nd trimester; you will otherwise be automatically billed for the following trimester. Forms are *not* necessary at the end of the 3rd trimester or summer. **Verbal notification of intent to withdraw is not acceptable.**

Trial lessons

For those students who are just beginning and are unsure that they will like taking lessons, a four-week paid trial period is available. At the end of the trial period, the student must notify the office if they wish to continue lessons, at which time the remainder of tuition for that trimester will be due.

Inclement weather

Do not assume that if the schools are closed due to inclement weather, NISOM will be closed. Notification via mass email will be sent to those who have supplied an email address. If NISOM closes, we will also ask Radio Dubuque and Cumulus radio stations to announce the closing. Please call the office if in doubt.

Injuries

If a student has an injury that temporarily prevents performing, that student's music education continue without disruption using our MIDI resource stations. Teachers can work with students on various software to offer lessons in theory, composition, and/or listening skills until normal performance lessons can resume. Please discuss this option with the office and your instructor before canceling these lessons.

Teachers

If you have no preference for a specific teacher, you will be assigned to a teacher best suited to your ability level and desired schedule.

It is very important to all of us that your NISOM experience is a positive one. If you are having a problem with your teacher, please discuss this with your teacher first. If you cannot resolve the issue directly with your teacher, contact the Executive Director to discuss this matter in confidence. If you prefer not to discuss it with the Executive Director, please contact the Secretary of the Board. We will make it a priority to see that any problems are resolved and that you are reassigned in a timely manner.