



Holy Cross Music Academy Information Sheet

Yearly Calendar:

- HCMA operates on a 48 week per year calendar, and we bill at a flat monthly tuition. This essentially means you end up paying for four lessons per month over the course of the whole year, though some months may end up with three or five lessons.
- We are closed for two weeks over the Christmas/New Year's holidays, as well as the entirety of Thanksgiving week and Berkeley County spring break.
- HCMA is open through the summer, and your lessons remain at their normal weekly time.
- HCMA is typically open Monday through Thursday, but on the Mondays of Memorial Day and Labor Day, as well as July 4th (wherever it falls), we will be closed. For those three weeks *only*, HCMA will be open on Friday, and the lessons that would've taken place earlier in the week will be scheduled in their original time slot on that Friday.
- HCMA will follow BCSD for weather-related closures (see rescheduling details below).

Monthly Schedule and Cancellation Policy:

- Lessons will be scheduled at the same time every week and you are committed to that time slot.
- If you need to permanently move your regular time slot, let us know and we will try, but there is absolutely no guarantee that another spot is available with your same instructor or on your desired instrument.
- Students are allowed one rescheduled lesson per month for a lesson canceled with 24+ hours notice.
- **Day-of cancellations and cancellations in excess of one per month remain paid and non-reschedulable in order to protect the time and income of our wonderful instructors. This includes day-of sick cancellations, and it is simply about honoring the time the instructor has committed to for that day.**
- When you need to cancel a lesson, email hcma@holycross.net as soon as you know so we can adjust our schedule.
- To reschedule an eligible lesson, you must email hcma@holycross.net within 30 days of the missed lesson with three available dates and times that fall no more than 6 weeks after the missed lesson. If none of these work with instructors and space, we will reach out to discuss options.
- For weather-related closures or instructor absences where no substitute teacher is available, we will follow the same process of having parents submit three available times for the make-up lesson. However, for these occurrences you will have two months to send the make-up times, and HCMA will send you two email reminders.
- Unpaid breaks in lessons are not permitted. If your student needs to temporarily stop lessons due to a seasonal conflict, you must continue to pay the tuition if you want to hold your spot with your instructor. If you withdraw and attempt to re-enroll later, there is absolutely no guarantee that another spot will still be available with your same instructor or on your desired instrument, and you will have to repay the registration fee.
 - If you continue paying tuition to hold a spot through a seasonal break, you are still entitled to your one make-up lesson per month per our normal cancellation policies, should you choose to reschedule it.
- There is a one-time \$50 charge for permanently changing your normal weekly lesson time (if possible).





Payment:

- Payment for tuition at HCMA is done by recurring monthly payments via debit, credit, or bank account.
- Payment is due between the 1st and 5th of each month.
- If you need to change your payment method, please contact Jennifer Baskin at jennifer@holycross.net
- Your monthly tuition payment includes all fees for recitals and other public performances.
- Current monthly tuition rates are available for viewing on our website, and rates are subject to change with 30 days notice.

Lesson details:

- Individual instructors will communicate with students regarding needs for gear and curriculum, but students will need their own instrument at home to practice.
- Guitar and ukulele students need to bring their instruments to lessons, but drums and pianos will be provided onsite at the lesson.
- Each instructor will use their own preferred curriculum. Thus, instructors may ask families to purchase specific curriculum (piano lessons books, a particular song book, a helpful app, etc.). These are typically fairly inexpensive - most piano lessons books are \$15 or less.
- If parents are in the lobby after a lesson, the instructor should give a quick progress and homework update as they transition to the next student. If a student walks or bikes to the lesson, be sure you have your instructor's phone number and you can communicate with each other about any specific needs week-to-week.

Public Performances:

- Each student should have at least two opportunities for public performance each calendar year.
- Your instructor should be in contact with you about any appropriate upcoming recitals or other opportunities.
- Be sure you work with your instructor so they know the events in which your student is committed to performing.
- Please give us a written notice if your student wants to opt out of public performances.

Withdrawal Policy:

- If you need to withdraw your child from the program for any reason, you must give a 30-day written notice. This allows us ample time to fill the space being vacated by your child.
- You are responsible for paying tuition through the end of the 30-day notice. Prepaid tuition will be refunded in a prorated amount, to the extent that the prepaid tuition covered a period of time beyond the 30-day notice.
- There is a 1 month tuition penalty if a 30-day written notice is not given.
- If you re-enroll after withdrawing from lessons, you must repay the registration fee.

Please sign, affirming that you have read and agreed to the above policies and calendar:

