

# **SCAA Policies and Guidelines**

## **Registration Fee**

Each student is charged an annual non-refundable \$30 registration fee. The period covered by the fee extends from September through August. The registration fee must be paid at time of registration.

## **Performance Fee**

Each dance student is charged an annual non-refundable \$45 performance fee in addition to the Registration Fee. The period covered by the fee extends from September through August. The performance fee is can be paid in full at registration or can be included in the payment plan.

## **Late Fee**

Payments received after the grace period will incur a late fee of \$20. The late fee will be added to the account each month that a scheduled payment is received after the due date indicated on the monthly statement. If a late fee is not paid as billed, an additional late fee will be incurred the following month due to the delinquent balance of the prior unpaid late fee. Tuition payments that are more than 60 days late may cause suspension or discontinuation of classes or lessons. Accounts must be paid in full in order for students to participate in year-end recitals, concerts and performances.

## **Payment Plan Option**

A payment plan is available for class and lesson tuition offered by Shenandoah Conservatory Arts Academy. A signed Deferred Payment Plan Promissory Note is required to arrange a payment plan. There is a 3% set-up fee based on the deferred amount, and will be included in the total payment plan amount. The payment plan will divide the total deferred amount into equal monthly installments beginning in October and concluding in March.

Students on a payment plan receive a monthly statement and are requested to return the payment by the 25th of the month. There is a five-day grace period. Payment may be made by check, money order, Visa, American Express, Discover or MasterCard. Checks should include the student ID number and be payable to "SCAA". A late fee (refer to Late Fee above) will be accessed to each past due payment. Tuition payments that are more than 60 days late will cause suspension or discontinuation of classes or lessons (Refer to Dismissal below).

Accounts must be paid in full in order for students to participate in year-end recitals, concerts and performances.

Summer classes and lessons must be paid in full at the time of registration. The payment plan is not available for summer classes and lessons.

## **Financial Aid**

Limited funds are available for financial aid to students who demonstrate need. Financial aid does not pay for lessons or classes in full. The application for financial aid is available in the SCAA office and must be submitted by September 15.

To be eligible for financial aid the student must make their first regular payment in October as instructed by the Deferred Payment Plan Promissory Note. Award notifications will be mailed to each applicant in early November.

A new application must be submitted each year. SCAA reserves the right to discontinue any financial aid award because of frequent absences, tardiness or because of delinquent tuition payments. Typical award amounts are 10 to 30 percent of tuition.

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## **Missed Class Policy**

Regular attendance is expected of all students. Students are charged for all classes for which they register, including those missed through student absence. The director will review class cancellations due to excessive inclement weather. If make-up classes are determined to be necessary, students and their families will be notified. Classes missed due to instructor cancellation will be made up unless a substitute was provided. Refunds are not applicable to students who cannot attend scheduled make up classes.

Classes will be finished prior to final performances in May. Students who miss excessive classes or lessons may be removed at any point from performances and recitals at the discretion of the teacher and/or the director.

## **Missed Applied Lesson (Private lessons) Policy**

Regular attendance is expected of all students. Students are charged for all lessons for which they register. Lessons missed due to instructor cancellation will be made up. No more than (2) student absences will be made up per academic year. All other missed lessons due to student absence are forfeited and charged to the student. Two or more successive lessons missed without notice could result in loss of placement on the instructor's schedule (the lesson slot becomes available for new students). Individual lessons missed due to instructor cancellation or inclement weather will be made up.

## **Withdrawal Guidelines and Refund Policy**

If a student discontinues instruction during the Fall/Spring Session, the student or parent/guardian must notify both the instructor and the SCAA office at least one week in advance of the withdrawal. (See below for tuition charges)

Refund of tuition will be determined based upon the instructor's attendance record; money received on the student account, and tuition charges through the week of withdrawal and/or one additional week if advance notice was not given. If a student's makeup lesson was scheduled prior to the withdrawal, the make up lesson will be forfeited and charged to the student's account. Instructor makeups prior to the withdrawal will not be charged to the student's account.

Registration Fees and Performance Fees are nonrefundable.

Requests for refunds can be made by phone, in writing or via e-mail to the Shenandoah Conservatory Arts Academy. Please allow four to six weeks for the processing of the refund.

## **Inclement Weather**

In the event of inclement weather, SCAA will close when Shenandoah University is closed. The following will have a posted weather announcement:

SU Web - [www.su.edu](http://www.su.edu)

**[www.schoolsout.com](http://www.schoolsout.com) (subscribe for free email alerts)**

SCAA office telephone voicemail - 540-665-4602

WCT - Comcast Cable channel 20

WINC-FM - 92.5 FM

WUSQ-FM - 102.5 FM

## **Dismissal**

The Shenandoah Conservatory Arts Academy reserves the right to suspend or dismiss any student from classes, lessons, recitals and performances because of frequent absences, disciplinary reasons, delinquent tuition payments and/or parental noncompliance.

## **Cancellation**

The Shenandoah Conservatory Arts Academy reserves the right to cancel any class due to insufficient enrollment. In the event a class is canceled, a full refund or credit of all fees and tuition paid will be issued within four to six weeks.