

SCAA Policies and Guidelines

Registration Fee: Students are charged an annual non-refundable SCAA 2019-20 Registration Fee of \$35. The period covered by the fee extends from September through August (academic year). *The annual registration fee must be paid at time of registration.

***Summer Classes:** Registration fees are not charged to students taking summer classes.

***Summer Applied Lessons:** Registration fees are charged to **new** private lesson students who begin lessons in June, July, or August, although the registration fee will be valid through the upcoming academic year (September-August)

Performance Fee: Dance students taking one dance class are charged an annual non-refundable \$45 Performance Fee. Dance students taking two or more dance classes are charged an annual non-refundable \$70 Performance Fee. The period covered by the fee extends from September through August. The performance fee can be paid in full at registration or can be included in the payment plan.

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". 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.

Late Fee and Non-Payment: Scheduled payments received after the grace period will incur a late fee of \$20. The late fee will be added to the student 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 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.

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

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

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. 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.

Missed Applied Lesson Policy: Regular attendance is expected of all students. Students are charged for all lessons for which they register. Individual lessons missed due to instructor cancellation or inclement weather 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).

Inclement weather cancellations: 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.

Academic Year Withdrawal and Refund Policy: If a student discontinues instruction during the Fall/Spring Session, the parent/guardian must notify both the instructor and the SCAA office at least one week in advance of the withdrawal.

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 (for any instructor missed lesson) prior to the withdrawal will not be charged to the student's account.

Requests for refunds can be made by phone, in writing or via e-mail to the Shenandoah Conservatory Arts Academy. If a refund is warranted, allow four to six weeks for the processing of the refund. If the student is a minor, the check will be payable to the parent/guardian listed on the student's account. The refund will be processed in the form of a check and will be mailed from the Accounts Payable department of Shenandoah University to the student's home address.

Registration Fees and Performance Fees are nonrefundable.

Summer Classes Withdrawal and Refund Policy: Withdrawal from SCAA Summer classes/workshops are non-refundable within two weeks of the start date of the class/workshop.

Inclement Weather: In the event of inclement weather, SCAA follows Shenandoah University inclement weather closures, delays or early releases. SCAA does not follow public/private school closures, delays or early releases. The following will have a posted weather announcement:

- SU Web site - www.su.edu
- SCAA Web site - www.artsacademy.org
- Remind App (<https://www.remind.com>)
- SCAA office telephone voicemail - 540-665-4602
- WINC-FM - 92.5 FM

Dismissal: SCAA 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: SCAA 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.