



## MUSIC POLICIES & GUIDELINES

**MISSION** “to develop the skills and character of individuals of every age and ethnicity through dance and music education and performance”

**EXPECTATIONS** *Weekly attendance, practice, promptness and a positive, respectful attitude!*

### **CANCELING A LESSON**

- **Contacting YOUR TEACHER directly is preferred or call 269.925.1099 or email [dietrichreed@citadelDMC.org](mailto:dietrichreed@citadelDMC.org)**
- 24hr. minimum notification of absence is required for an absence to be EXCUSED. Otherwise the absence is considered UNEXCUSED and full payment of the missed lesson applies. This also applies to scholarship students.
- If teachers cancel lessons, there will be no charge to you and every attempt to notify you will be made.
- Make-up lessons **may** be offered at the teacher’s discretion but are limited to schedule availability.
- Two unexcused absences may result in termination.

*\*Student illness & emergencies are exceptions to 24 hr rule. Not practicing, shopping, birthdays, no instrument are not emergencies.*

### **PAYMENT**

- Lessons are to be paid one month in advance –**Payments are due by the 5<sup>th</sup> of the month** unless other arrangements are made. **Late fees of \$10 will be posted to your account**
- Checks, money orders, cash or auto-debit is accepted. Credit/debit cards (Visa, Master Card, Discover) are also accepted but not encouraged due to high processing fees.
- A form must be completed to authorize Auto-Debit or Credit/Debit card billing. Payments are processed beginning of the month for all weeks in the month. An email is usually sent to you with charges and posting date.
- Invoices are not sent on a regular basis. Invoices will be sent if an account becomes delinquent or are requested.
- Refunds are not issued unless a group class is canceled due to insufficient enrollment or extenuating circumstances
- Your account will be credited for excused absences, teacher cancellations, scholarships but won't appear until the next month.
- Make checks payable to: **Citadel Dance & Music Center. Note student name, teacher & payment breakdown for proper credit.** This is especially important if there multiple lessons, siblings, different last names
- Payments can be made on site via secure music payment box, secure mail slot in Water St door or by US mail to:  
**Susan Dietrich-Reed Citadel Dance & Music Center 204 Water St Benton Harbor MI 49022**
- **Teachers DO NOT accept payment.** Teachers are not aware of fees or account status.
- **Lessons will be discontinued if account becomes delinquent.** New students must pay for lessons on or before first lesson.

### **ANNUAL FEE**

- \$60 per person or \$75 per family charge cover program expenses beyond the lesson/instructor fee. Students who study dance & music pay only one annual fee.

### **CALENDAR**

- Citadel does not follow school calendars. Although closed on major holidays we are not closed on MLK Day, Presidents Day, school in-service & conference days. Check when in doubt or your lesson will be unexcused.

### **MATERIALS & PROMPTNESS**

- Students should have their instruments, books, assignment notebook and any other materials at ALL lessons AND be on time.

### **RECITALS**

- Students are expected to participate in recitals. Performing, listening to others & recital preparation is an important part of the Arts experience. Failure to participate may result in suspension from our program. Recitals are optional for adult students.

### **WEATHER CLOSINGS**

- If school districts are closed, this **DOES NOT** mean Citadel will be closed! If the Citadel is open, students are expected to attend lessons unless notified. Check [www.citadelDMC.org](http://www.citadelDMC.org), Facebook, or Voice-mail 925.1099 for closures.

Wait quietly in designated areas, restrict cell phone usage and speaker usage. Restrooms are available. Citadel has free wifi. If you have young children please monitor their behavior.