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## 2023-2024 Private Lesson Policies: Make-Ups, Holidays, and Withdrawals

*Updated on May 12, 2023*

### STUDENT ABSENCES

**Every-week students:** One make-up is provided for student absences September to December; and a second make-up for absences January through May.

**Every-other-week students (by arrangement only):** One make-up is provided for student absences during the academic year running September through May.

**Group lesson students:** One make-up is provided for any lesson where **both** students are absent September to December; and a second make-up for an absence January through May.

**8 (or fewer) lesson students:** No make-ups are provided for student absences when the student registers for 8 lessons or fewer in one registration, regardless of whether additional prepaid lessons are added at a future date. Only full "school year" registrations are eligible to receive make-ups.

**Please note that we do not provide special accommodation or offer additional make-ups for sports-related absences.**

Missed make-ups and additional student absences, out of fairness to a teacher's schedule and income, cannot be made-up or credited. Any/all absence(s) must be made-up by June 15, 2024.

### TARDINESS

Lesson time lost due to student tardiness will not be made-up. Teachers reserve the right to not teach a lesson if a student arrives 15 minutes or more following the scheduled start time. If a family/student contacts the office in advance regarding a late arrival, the teacher will remain available through the end of the scheduled lesson time.

### TEACHER ABSENCES

All teacher absences for each academic year will be made-up by June 15, 2024. Any outstanding teacher absences that cannot be met by the teacher will be credited to the student's account for summer 2024 lessons or refunded.

### WEATHER CANCELLATIONS

A School designated cancellation may occur at any time of day depending upon current or anticipated weather conditions. Please check the Weather website sub-page under *News & Events*. Please read that page to understand how cancellation decisions are made. **PLEASE NOTE: We do NOT call or email families directly for weather cancellations** but ask that you check the Weather web page.

If the School is open and a family chooses not to attend a lesson for weather related reasons, the lesson cannot be made-up, although you may choose to use that lesson as your qualified student absence make-up. We do understand that families may choose to opt out of attending a lesson due to local weather situations.

### MAKE-UP LESSONS

Public School vacation weeks are not part of the school year schedule of lessons. These weeks are sometimes used for scheduling make-ups and include Christmas Vacation Week (through New Year's Day), February Vacation Week, and April Vacation Week.

Families are not required to agree to schedule a make-up during a school vacation week. However, please note: If you agree to schedule a make-up during a vacation week and then cancel less than one week prior to the scheduled make-up date, the make-up lesson is forfeited. This is out of fairness to teachers who plan ahead to structure their schedules assuming that a minimum number of students will be present for their visit.

## **MAKE-UP LESSONS *continued***

Families are expected to be available for make-ups during the designated flex-weeks in late-May and June, typically around the dismissal date for the Worcester public schools.

### **Missed make-ups cannot be made-up.**

If you miss a lesson, your teacher must cancel, or bad weather results in a cancellation, please check with your teacher at your next lesson if you wish to know when to anticipate a make-up lesson. Most make-ups are scheduled at semester-end during the designated 'flex' weeks or during a public school vacation week, and usually on the same day as your regular lesson day. The office is unable to confirm when make-ups are scheduled. Because teacher schedules vary widely, teachers oversee their own make-up schedules.

## **HOLIDAYS**

**Holidays Open:** The School is open on Columbus Day, Veteran's Day, Martin Luther King Jr. Day, and Good Friday. Please check with your teacher if you have questions. If you choose not to attend a lesson on any of these days, you may use it as your one half-year student make-up. If a teacher is not in attendance, the lesson will be made-up. If a Holiday falls during a public school vacation week, no regular lessons are scheduled.

**Holidays Closed:** The School and office are closed for Labor Day, Thanksgiving Day & the weekend after Thanksgiving, Christmas Eve & Christmas Day, New Year's Day, Memorial Day, and the Fourth of July.

## **SUMMER LESSON ABSENCES**

There are no make-ups, refunds, or credits for summer lessons missed by the student. Any teacher absences will be made-up, refunded, or credited.

## **WITHDRAWALS**

If a student withdraws anytime during the school year, any student make-ups or weather cancellations outstanding are forfeited. Families will not be charged for teacher absences.

**Every-week students:** Four-lesson notice required for withdrawal. The student may choose whether to attend the final four lessons. Billing is adjusted based on the number of lessons transpired plus four.

**Every-other-week students:** Two-lesson notice required for withdrawal. The student may choose whether to attend the final two lessons. Billing is adjusted based on the number of lessons transpired plus two.

**Group lesson students:** Six-lesson notice required for withdrawal.

- If all students withdraw concurrently, students may choose whether to attend the final six lessons. Billing is adjusted based on the number of lessons transpired plus six.
- If one student withdraws from a group lesson with two students and the remaining student wishes to continue, the withdrawing student's billing is adjusted based on the number of lessons transpired plus six. Both students may attend the remaining six lessons and the remaining student has priority in registering for private lessons in the same time slot as the group lesson without lapse.
- If one student withdraws from a group lesson with three students and the remaining two students wish to continue, only the withdrawing student's billing is adjusted based on the number of lessons transpired plus six.

**8-lesson block students:** No make-ups are provided for student absences when the student registers for 8 lessons or fewer in one registration, regardless of whether additional prepaid lessons are added at a future date. Only full "school year" registrations are eligible to receive make-ups.

A refund is provided for any weeks paid beyond the adjusted lesson count.

**No refunds are provided after March 15<sup>th</sup>.**

Any Inquiries regarding school year attendance tallies must be presented to the office no later than May 25<sup>th</sup>. Please email [admin@pakmusic.org](mailto:admin@pakmusic.org) with your request. The office will work to resolve any questions prior to June 8, 2024.