

## CLIENT POLICY

**The School of Fine Arts of First Presbyterian Church of Atlanta** offers quality education in the arts for children and adults. Its faculty consists of highly trained musicians, and we seek to provide challenging and encouraging opportunities.

Please review this policy as it sets out the rules that The School of Fine Arts at First Presbyterian Church has established to make the learning experience beneficial for all. While we know that unexpected events may arise that necessitate an exception to these rules, we reserve the right to determine when to grant any such exception.

### Billing and Payment

- ❖ The SFA office handles **ALL** payments. Instructors are not authorized to respond to client matters concerning billing or lesson termination.
- ❖ Tuition fees for weekly lessons can be paid per semester or in monthly installments. A credit card or bank routing number is required with registration. Checks (Payable to First Presbyterian-SFA) and all major credits cards are accepted.
- ❖ Fees are posted by the 1st of the month; any unpaid fees will be automatically drafted on the 5<sup>th</sup>.
- ❖ Refunds will only be given if 24-hour advance notice was given and the lesson could not be rescheduled, or the teacher had to cancel a lesson that was not able to be rescheduled.
- ❖ Tuition fees are posted in the parent portal upon registration for lessons. If you have questions about pricing prior to registering, please contact the office: 404-228-7753.

### Scheduling

- ❖ **All lessons must take place on the campus of First Presbyterian Church of Atlanta.** The school does not offer in-home lessons.
- ❖ The Fall and Spring semesters each consist of 18 weekly lessons. If additional lessons are needed, please communicate with the SFA office so fees can be assessed. Adults 18 and older may select a flexible lesson package and schedule directly with the teacher.
- ❖ Your monthly private lessons tuition is payment to reserve your instructor's time every week at your scheduled lesson time.
- ❖ When registration has been completed, your instructor will schedule lessons directly with you. Then, please notify the office.
- ❖ **Cancellation Policy:** 24-hour advance notice is required for cancellations. Lessons cancelled by the client with less than 24 hours' notice are forfeited. For students under 18, it is the obligation of the parent or guardian to notify their instructor of all cancellations; this includes rescheduling due to school holidays.
- ❖ **Make-Up Lessons:** Students are allowed 2 rescheduled lessons per semester. If an instructor must reschedule/cancel lessons, the lesson will be made-up as time permits.

- ❖ **Holidays:** The School of Fine Arts closes on Labor Day, Tuesday-Saturday the week of Thanksgiving, MLK Day, the first week of April, Good Friday, Easter Sunday and Monday, and Memorial Day. These days are included in the semester lesson count and do not need to be made up.

### **Lesson Environment**

- ❖ All students will learn the fundamentals of music and technique, including music theory, sight-reading, standard repertoire, scales, and chords.
- ❖ The school handles all ordering of books and supplies. Your instructor will let the office know when a new book for a student is needed.
- ❖ Each student should maintain a lesson journal for the teacher to write down weekly assignments and communicate with parents.

### **Safety**

- ❖ Our building is open for many activities and programs throughout the day. To ensure your student is accounted for on campus, any student under the age of 12 must be accompanied by a responsible adult.
- ❖ Upon registration, you waive any right to claim injury or loss of personal items against First Presbyterian Church or the SFA and its instructors. You grant the right to use photographs taken of your child during lessons or performances in displays or marketing pieces. There will be no compensation for such usage.

### **Recitals**

- ❖ Recitals are held in December and May. All students are expected to attend, and no alternate recital dates will be given due to student or teacher conflicts.

### **Termination Policy**

- ❖ Enrollment at the school is perpetual. A student is continuously on a teacher's roster until a 2-week written notice is sent to the office.
- ❖ Instructors contracted by the School of Fine Arts may not continue lessons with any student of the program outside of the School of Fine Arts for a period of 2 years after their employment has ended or a student has discontinued lessons.

### **Concerns or Questions**

Any concerns or conflicts should be communicated directly to the School of Fine Arts office. Please contact Dr. Wanda Yang Temko with any questions/concerns via [sfa@firstpresatl.org](mailto:sfa@firstpresatl.org), phone, or in person in Room 220.