



www.nempacboston.org

Student & Family Handbook & Policies

North End Music & Performing Arts Center



Table of Contents

Mission / Vision / Values / History.....	3
Other Ways to Give!.....	3
• Volunteer.....	3
• Support.....	3
Contacts.....	4
School Calendar / Cancellations.....	5/6
Registration / Attendance / Payments.....	6
• Late Payments & Payment Options.....	7
• Payment Plans.....	7
• Withdrawals & Refunds.....	7/8
• Waitlist Policy.....	8/9
• Makeup Lessons & Classes.....	9/10
Student & Family Conduct / Responsibilities.....	10
• Community Spaces.....	10
• School Pick Up & No Student Left Behind Policy.....	10
• Security & Safety.....	11
• Guardian Presence.....	11
• Drop Off & Pick Up.....	11
Student Recitals (Private Music Instruction).....	11/12
• Dates.....	12
• How to sign up.....	12
Class “Shareformances”.....	12
Parking in the North End.....	12

Additional NEMPAC Policies

Non-Discrimination, Anti-Racism Policy, and Inclusivity policies

Discounts and Tuition Assistance

Health & Safety Policies

Communication Policies

Student Media Consent Policy

Mission

Rooted in Boston's North End, our mission is to enrich lives through accessible, exceptional music education and performing arts programs that embrace our vibrant, inclusive, and diverse communities.

Vision

NEMPAC envisions dynamic Boston neighborhoods where music and performing arts fill the city with creativity, spark connections, and inspire us to be our best selves.

Core Values

EXCELLENCE

We strive for artistic and educational excellence.

COLLABORATION

We forge partnerships to cultivate an inclusive community.

EQUITY

We champion diverse voices, create access, and eliminate barriers to participation in the arts.

CREATIVITY

We foster creativity and self-expression while ensuring art has a home.

LOVE

Love is the core of who we are and all we do.

Ways to Give!

Volunteer

One way to support NEMPAC is to become a part of our Band of Volunteers! We rely on our wonderful community members, supporters, families & friends to help us achieve so much each year!

[Visit our website to learn more about volunteering!](#)

Sponsor

NEMPAC sponsors play a key role in making our programs possible. In addition to reflecting our values of excellence, equity, creativity, collaboration, and love – our sponsors help us make a difference in the lives of artists of all ages and abilities daily, and truly help us change the artistic landscape within the local neighborhoods in which we serve in the City of Boston.

[Become a sponsor](#)

Donate

With your help – we will continue to make a difference in the lives of thousands in our local communities in the North End, Charlestown, and City of Boston. [Make a tax-deductible donation](#)

Spread the word!

Tell your friends, family, and others about NEMPAC.

Contacts

Main Office: 50 Tileston St. Boston, MA 02113

Office Phone: 857-239-9997

Website: www.nempacboston.org

North End Campus Locations:

9 Hull St. Boston, MA 02113

Prado Studios (Paul Revere Mall). Boston, MA 02113

Charlestown Campus Locations:

Charlestown Working Theater, 442 Bunker Hill St. Charlestown

Name & Role	Contact Info	Contact with Questions About:
Katie Raney, Educational Operations Coordinator	info@nempacboston.org	Year-Long Class & Summer Workshop Programming <ul style="list-style-type: none"> ● Lesson Inquiries ● Class schedules ● Class Attendance Communication (absences and tardiness) ● Class and Summer Workshop billing ● Class Shareformances
Jhon Alvarado, Music Program Manager	jalvarado@nempacboston.org	Private Instruction / Instrument Lessons <ul style="list-style-type: none"> ● Instrument rentals and purchases for lessons and group classes ● Lesson scheduling ● Lesson Attendance Communications (absences, schedule changes, etc.) ● Lesson billing ● Recitals
Morgan Flynn Educational Programs Director	mflynn@nempacboston.org	<ul style="list-style-type: none"> ● School Partnerships ● Student/Guardian Concerns ● Instrument Donations
Miguel Petris Operations Manager	mpetris@nempacboston.org	<ul style="list-style-type: none"> ● General Facilities ● Tuition Assistance ● Volunteering
Pamela Feo, Development Manager	pfeo@nempacboston.org	<ul style="list-style-type: none"> ● Donations to NEMPAC

2026-2027 School Calendar

Semester Private Lessons

For youth private students, NEMPAC runs two sessions: Session I and Session II. Lessons will be typically 16 weeks with 0-2 make-up dates pending which day your lessons are scheduled on and your start date.

*Adult private students are accepted on a rolling basis in 6-lesson packs.

*Payment is due by the first day of the session.

Session I: September 8th, 2026 - January 31st, 2027

Recitals: TBD

Session II: February 1st - June 26th, 2027

Recitals: TBD

Semester Youth and Adult Classes & Group Instrument Programs

NEMPAC runs two semester sessions: Fall and Spring (16 weeks)

*Classes have at least one reserved make-up in case of instructor absences or weather cancellations.

*Adult Club classes run 16 weeks. Double-check the class description for class meeting dates.

Fall Session: September 14th - January 31st, 2027

Registration & Payment Deadline: August 31st, 2026

Spring Session: February 1st - June 26th, 2027

Registration & Payment Deadline: January 19th, 2027

Trimester Classes & Group Instrument Programs

NEMPAC runs three class sessions: Fall, Winter, and Spring (10 weeks)

*Classes have at least one reserved make-up in case of instructor absences or weather cancellations.

*Adult classes run 8 weeks. Double-check the class description for class meeting dates.

Fall Session: September 14th - December 9th, 2026

Registration & Payment Deadline: August 31st, 2026

Winter Session: January 4th - March 29th, 2027

Registration & Payment Deadline: December 14th, 2027

Spring Session: April 5th - June 28th, 2027

Registration & Payment Deadline: March 22nd, 2027

Full-Year Ensembles

NEMPAC offers full-year classes, ranging from 30 - 32 weeks.

*Classes have reserved make-ups to be utilized for instructor absences or weather cancellations.

Full Year Session: September 14th, 2026 - June 28th, 2027

Registration Deadline: September 8th, 2026 (exception for audition-based ensembles)

Summer Programs

NEMPAC runs full-day, week-long workshops, mini class sessions, and private lessons.

Summer Session: June 29th - August 21st, 2026

Registration & Payment Deadline: April 1st, 2026

2026-2027 No Program Days and Observed Holidays

Labor Day.....	September 7, 2026
Soiree on the Prado.....	September 24, 2026
Indigenous People’s Day.....	October 12, 2026
Halloween	October 31, 2026
Veteran’s Day.....	November 11, 2026
Thanksgiving Break.....	November 25 - November 29, 2026
Winter Break.....	December 22, 2026 - January 3, 2027
Martin Luther King Jr. Day.....	January 18, 2027
February Vacation.....	February 13 - 19, 2027
Good Friday.....	March 26th, 2027
April Vacation.....	April 17 - 23, 2027
Memorial Day.....	May 31, 2027
Juneteenth.....	June 19, 2027
Independence Day.....	July 4, 2027

Weather Cancellations

Weather-related closures will be made up during scheduled makeup lesson(s) / class(es) at the end of each session. In the event of excessive closures, NEMPAC cannot guarantee a full make-up schedule. If this occurs, NEMPAC will provide a credit for the missed cancellations. NEMPAC follows Boston Public School for snow days. Please contact your private instructors during weather-related closures to utilize virtual lessons.

NEMPAC’s Calendar can also be found online on our [website](#).

Registration, Attendance & Payments

Registration is NOT complete until payment is received. If your invoice is not paid by the registration deadline, your spot in class may be forfeited and given to a student on a waitlist, and lessons will not proceed. If it is not paid by the end of a session, NEMPAC will withhold further programming.

Management of Account:

All students, families, and/or constituents are responsible for ensuring accuracy of your registration records, contact and profile information. Please see the [NEMPAC ASAP tutorial guide](#) on how to access your online account and use the portal for information on your class and/or lesson schedule, times, requirements, important dates, etc.

Late Payments

Late payments will result in a \$15 fee which will be added one week after the payment deadline and accrue monthly on the 1st of each month, and lessons will be paused until payment is received.

Payment Options

Private Lessons

Invoices will be sent via email and can be paid online on our registration portal via ACH/Bank Transfer or credit card, or by mailing or dropping off a check at between the hours of 2 - 6pm. Payments can be processed automatically at the beginning of each session by saving your Credit Card in our registration system. By saving your card, you give NEMPAC permission to charge your account for the total invoice or payment plan on an agreed-upon date.

Credit Card Processing Fee: As of June 13th, 2025, NEMPAC issues a 3% credit card processing fee. Should you wish to avoid this fee, please pay via ACH. You may then add the discount code "ACH3" when checking out, which will discount the total cost of your shopping cart by 3%. **Please note that you must add this discount code before payment should you wish to receive the ACH discount. We will not be able to add the discount to your invoice retroactively.**

Class Programs

Payments can be made through our registration portal during your registration process. You can save your payment information in your account for later purchases.

Payment Plans

You can select a monthly payment plan option at the time of making your first payment. Invoices will be sent automatically, and an additional \$25 payment plan fee will be applied plus a deposit of 25% of tuition due at the time of registration. Automatic payments are required for all payment plans.

Musical Theatre Troupe: The final payment must be made two weeks prior to orientation.

Withdrawals & Refunds

All payments (or partial payments if on a payment plan) are due by the registration deadline. Should you choose to withdraw, NEMPAC must be notified in writing (email/mail). Failure to provide sufficient notice as listed below will result in responsibility to pay for unexcused lessons/class meetings.

Private Lessons

Registration for youth private instruction is a commitment for *16 weeks* and if you choose to withdraw from lessons, NEMPAC must be notified at least 3 weeks prior to a session start date, your time spot will be released and you will be fully refunded or a full tuition credit will be applied to your NEMPAC account, valid for one year. Should you provide notice after the registration deadline, the following policies apply:

- If you withdraw before week 8 of the session, you will receive a 50% credit on your NEMPAC account, good for up to one year.
- After week 8 of the session no credits or refunds will be given.
- Students who register after the deadline are not eligible for a full refund and must adhere to the above policies.

Adult private students who choose to withdraw and not use all of your lessons in your chosen pack must give NEMPAC one month notice and you will be fully refunded or credited for any remaining lessons not used at the point of withdrawal.

Class Programs

If you choose to withdraw from your class:

- **10-Week Programs:**
 - *After the Registration Deadline and before the second class of the session, tuition will be 50% refunded or credited for one year.*
 - *After the second class of the session, no refunds or credits will be issued.*
- **Half-Year/Full-Year Programs:**
 - *After the Registration Deadline and before the third class of the session, tuition will be 50% refunded or credited for one year.*
 - *After the third class of the session, no refunds or credits will be issued.*
- **Musical Theatre Troupe** (Enrollments must be paid in full or as part of a payment plan by the Registration Deadline, or the spot may be forfeit to a waitlist student.):
 - *After the Registration Deadline and 2 weeks before the first rehearsal, tuition will be 50% refunded or credited for one year.*
 - *After the 2 week mark, no refunds or credits will be issued.*

Summer and Vacation Programs

If you choose to withdraw from your workshop:

- Prior to the Registration and Payment Deadline of April 1st, tuition will be refunded or credited for one year, not including a 25% non-refundable deposit, applied to each program withdrawn from.
- After the Registration and Payment Deadline of April 1st, no refunds or credits will be issued.

*Unused credits past one year will be void.

A withdrawal due to a health issue or unexpected critical circumstance will be reviewed by the NEMPAC administration by request. For questions or concerns, please contact Education Director Morgan Flynn, mflynn@nempacboston.org.

Waitlist Policy

Should a spot in a class or workshop open up, you will receive communication about the available spot via email. You are given 48 business day hours to respond. If you wish to take an open spot and enroll, full payment is due within 48 hours of acceptance. Otherwise, your spot will be opened to the next person on the waitlist. If you are not able to make full payment but still wish to enroll, we will work with you directly on a payment plan option.

Summer Waitlist

Due to the popularity of our week-long summer workshops, the waitlist will not be solely based on first come, first serve. We will first prioritize students that were not able to get into any other weekly programs.

Makeup Lessons & Classes

Private Lessons

All students receive 1 excused absence each session. Excused absences are rescheduled for make-up week at the end of each session. A lesson canceled by a student 24 hours or more before your scheduled time is considered excused. Any lesson missed after the first excused absence will be marked as unexcused and will not be provided with a make-up date.

A lesson that is canceled by a student less than 24 hours before your scheduled time is considered unexcused, and is not eligible for a make-up lesson. Should you feel like this absence was unavoidable or an emergency, a make-up lesson can be issued only at the administration's discretion. Please contact jalvarado@nempacboston.org in addition to your instructor should this be the case.

If there is an instructor cancellation or weather-related closure students will receive a make-up lesson in addition to your one allowed excused absence. *There will be no make-up for missed make-up lessons.*

Class Programs

Individual student absences for a class or ensemble cannot be made up. If a group class is canceled due to weather, teacher absence, or emergency school closing, a makeup class(es) will be given during the designated makeup date(s) at the end of the session. Please check your classes schedule in your welcome email or our website.

Because the Musical Theatre Troupe productions operate on a pre-set rehearsal schedule, we cannot offer make-up rehearsals.

In the event of more than one instructor cancellation, or multiple weather closures, where the instructor and NEMPAC cannot guarantee the full make-up schedule, NEMPAC will provide a credit for the missed lessons/classes or a refund upon request.

Substitute Policy

We pride our instructors on their reliability, however, there may be emergencies, illnesses, or extenuating circumstances that could cause more than one absence in a session.

Private Lessons: Should your instructor not be able to make up all instructor absent lessons during the session or make-up period, in person or virtually, a substitute may be brought in. Should a long-term substitute be needed (more than 3 lessons), it is up to the discretion of the Music Program Manager to decide whether or not lessons can be refunded or credited.

Class Programs: NEMPAC may attempt to bring in a substitute for any unforeseen cancellations with an instructor.

Lessons and classes taught by substitute instructors are still considered part of the scheduled session and will not be refunded or credited.

Student & Family Conduct & Responsibilities

Community Spaces

The community room in the Prado and Tileston buildings and hallways at our off-site locations should be left as they've been found. Please be courteous and respectful of these shared spaces.

- There is no food or drink allowed in any NEMPAC instructional space and/or studio.
- Please use respectful language and refrain from using profanity
- Please dispose of any trash in the bins located in the lobbies.
- Please be mindful that NEMPAC is a learning environment and that there are other lessons and classes happening, along with administrators working. Please be courteous and speak quietly in the lobbies, refrain from taking phone calls, or practicing your instrument.
- Children should not be left unattended in Community Spaces or Reception areas.

School Pick Up & “No Student Left Behind”

NEMPAC offers a pick-up option from the Eliot School for many programs. NEMPAC instructors/staff are responsible for picking up students at dismissal time. We charge a fee for this service so that we can pay our instructors and staff for this additional time and service in getting to our spaces early to pick up students and transport them to the classroom or studio. ***Please note we DO NOT offer drop off to Champions after class.**

- A one-time \$125 Eliot Lower & Intermediate School Pick-Up Fee for 16-week PMI sessions.
- A one-time \$100 Eliot Pick-Up Fee for 10-week Class sessions.
- Qualifying Tuition Assistance families will have their tuition assistance rate applied to Eliot Pick-up rate on invoice.

Parents and guardians must adhere to our **“No Student Left Behind” and Pick-Up Protocols:**

- It is the caregiver's responsibility to inform Eliot School or Warren Prescott (WP) School that NEMPAC is the certified pick-up personnel for the student on a given day and that they need to be brought to the NEMPAC pick-up area (Prado building next to the Eliot playground after school or WP dismissal site)
- Parents are required to inform their NEMPAC instructor and NEMPAC administration if the student will be absent from school and pick-up that day.
- Parents are required to attend pick-up on the first lesson or class to meet NEMPAC faculty.
- NEMPAC has cleared and approved supervisors for our sites and will not leave any student behind without proper identification.
- If a student is registered for pick-up and not present, and NEMPAC was not notified, a call home will be made to the parent or emergency contact notifying them of the missing student.
- Parents or school contacts are directed to call NEMPAC headquarters for any questions related to a child's pick-up at 857-239-9997.

Security & Safety

Due to the nature of our multiple NEMPAC instructional sites, and the fact that we don't always have an administrator on-site, NEMPAC is not responsible for supervising your child before or after their scheduled lesson / class. Parents/caretakers are responsible for ensuring children get to and from their program. When accompanying children to NEMPAC, parents/caretakers are responsible for supervising their behaviors at all times.

Guardian Presence

Private Lessons

Guardian presence within lessons is navigated on an individual basis between students and their instructor. Please be mindful that some of our studios are small and instructors may prefer that guardians wait outside.

Class Programs

Other than early childhood classes, guardian presence within the classroom is not allowed. Guardians are welcome to wait in hallways and/or lobby. Young children must be supervised by an adult at all times.

For more information or accommodations please reach out to the Educational Programs Director.

Drop Off & Pick Up Authorization Policy

Following guidance of the Massachusetts Department of Early Education and Care, guardians should escort youth under the age of 14, and youth with special needs under the age of 16 into the NEMPAC program facility and make sure the student connects with their teacher.

Authorized Pick-Up Contact: A pick-up contact for all NEMPAC classes and summer programs is included on a student registration.

Consent to Arrive/Dismiss for Youth Ages 9+: Children 9 and above are able to arrive and leave the building alone (upon consent in our registration form). As a matter of safety, it is the responsibility of all parents to drop off and pick up children from our building or any instructional site. In the event a

student is not at a pick-up site at the time of their lesson and no communication has been made, NEMPAC will follow our unexcused lesson policy.

FOR CLASSES: only authorized pick-ups that have been noted on your registration form will be allowed to sign your student out of class.

Student Recitals (Private Students)

Recitals for private students happen twice a year at the end of each session. Students are strongly encouraged to perform in their studio recital!

Dates:

Session I: January 24th and January 30th, 2027

Session II: June 5th and June 12th, 2027

How to Sign Up

Your instructor's assigned day / time will be determined and communicated at least two months in advance. Your instructor will then be in touch to confirm your attendance and what piece(s) you will be performing.

Class “Shareformances”

At NEMPAC we care about the learning process and believe that the growth and the journey of the student’s artistic exploration is just as important as the final product; Each class will have a final “shareformance” during the final class (which may be the reserved make-up day so please plan accordingly, taking into account this day!). This is a chance for families to learn about what your student has been learning! Students will display their growth, learning process, and a short final piece.

Parking

North End Campus: Discounted Parking available at the Haymarket Garage, Parcel 7, with the entrance located at 111 North Street, Boston MA 02109. Bring your parking voucher to the NEMPAC office to be stamped. Cost is \$3 for up to 3 hours of parking, \$1 for up to 1 hour of parking.

Charlestown Working Theater: Street parking (non-resident) is available on Bunker Hill Street and around the corner from the theater on Main Street.