2020-2021 NEMPAC Policies  
(Updated July 31, 2020)

Registration

Change or cancelation policy due to COVID-19:

Should an in-person class or lesson move to a virtual platform due to COVID-19 following our government’s ordinance, NEMPAC will follow an Opt Out policy where families must let NEMPAC administration know if they are going to withdraw from the class or private lessons within 5 business days of the change announcement. There will be no penalty and a reimbursement or credit for classes or lessons not taught will be issued. If families do not communicate that they are withdrawing with the 5 business day time-frame, there will be no refund issued.

Should a class or lessons be outright canceled due to COVID-19, families will be immediately notified and reimbursed for the remainder of classes not taught.

Registration Private Music Instruction (PMI) and Group Music Instruction (GPI):

Private Music Instruction accepts new students on a rolling basis. Group Music Instruction accepts students at the start of each session. Returning PMI students must register once, annually at the beginning of the year and pay a non-refundable registration fee of $35. NEMPAC runs TWO SESSIONS during this time: Session I and Session II. Returning PMI students will be given an opportunity for early registration between July 17th - July 27th to renew their current schedule for the upcoming academic year. New student registration, or schedule change registration, will open during the summer session in July of each year. Once registration is open to the general public NEMPAC cannot guarantee a returning students’ lesson day/time. Enrollment for the Summer Session will need to be completed separately as instructor availability will vary.

For registration and session start dates, please see the NEMPAC Academic Program Calendar.

Registration for PMI is a commitment for the full academic year. Registration for GPI is like a class and you must register for each session. If you choose to withdraw from private lessons, NEMPAC must be notified at least three weeks prior to a session start date. If you wish to only take lessons for one session, the same notification policy applies. Failure to provide sufficient notice will result in responsibility to pay for unexcused lessons. If you wish to withdraw during a session, you may receive a 50% refund up to the session halfway point in the form of credit on your NEMPAC account. Any withdrawals after this time will result in no refund.

Withdrawal due to a health issue or unexpected critical circumstance, NEMPAC administration will decide whether a refund or credit will be approved.

Session Dates and Registration/Payment Deadlines for PMI and GPI:

**Session I:** September 14th, 2020 - January 23rd, 2021
- Recitals: January 21st - 24th, 2021  *There will also be opportunities for holiday outreach concerts and performances in December!*  
  - Make-up Weeks: January 25th - February 6th, 2021
  - Registration Deadline: September 7th, 2020
  - Payment Deadline: September 14th, 2020

**Session II:** February 8th - June 12th, 2021
- Recitals: June 10th - 13th, 2021
- Make-up Weeks: June 14th - 26th, 2021
- Renewal Deadline: December 21st, 2020
- Payment Deadline: February 8th, 2021

**Joining Mid-Session:**

If you wish to join private music instruction mid-session, please contact NEMPAC. We are happy to prorate the cost of your lessons based on your start date.

Registration Classes:

NEMPAC runs THREE 10-WEEK CLASS SESSIONS, Fall, Winter, and Spring. All students must register for classes each session during the academic year on or before the registration deadline. NEMPAC opens all classes to new registration on a first come, first served basis after each 10-week class period. NEMPAC will provide a one-week pre-registration period for Winter and Spring sessions for all returning students to guarantee their
continued place in their class. After this period has passed, the open spots will be available to new student registration. Students will receive confirmation and notification of class details one-week prior to the start date. Students who wish to retake a class are not guaranteed their spot after a session has ended.

Students will receive a 50% refund up to the halfway point on classes after the payment deadline in the form of credit on your NEMPAC account. Formal notification of a withdrawal must be submitted to the NEMPAC office. No refunds will be given after the halfway point in the given session.

Withdrawal due to a health issue or unexpected critical circumstance, NEMPAC administration will decide whether a refund or credit will be approved.

*Music Theatre Troupe Spring 2021 Refund Policy*
Families must pay in full by January 8th or their spot is forfeit. Between January 8th and February 4th, families will receive a 100% refund if there is a withdrawal. No refunds will be given once the first rehearsal has started on February 5th.

**Session Dates and Registration/Payment Deadlines for Classes:**

Fall Session - September 28th - December 12th, 2020
Class Registration Deadline September 14th, 2020
Class Payment Deadline September 28th, 2020

Winter Session - January 11th - March 27th, 2021
Registration Deadline December 21st
Payment Deadline January 11th

Spring Session - April 5th - June 19th, 2021
Registration Deadline March 29th, 2021
Payment Deadline April 5th, 2021

Joining Mid-Session:
If you wish to join a class mid-session, please contact NEMPAC. We accept mid-session enrollment on a case by case basis. We can advise you if there is space available to join, and the tuition will be prorated according to your start date.

Please note performance-based programs do not accept late enrollment. Programs include Music Theatre Troupe, Eliot Ensemble, and Eliot Band.

**Payments**

Private Music Instruction:
NEMPAC will bill all customers for payment after online registration is received. Registration is NOT complete until payment is received. All invoices are sent electronically through our registration portal. If you do not receive an invoice within 48 hours, it is your responsibility to call or email NEMPAC right away. Payment is due by the first day of each session, if your full invoice is not paid in full by the end of a session NEMPAC can withhold further programming at their discretion. Late payments will result in a $15 fee which will be added one week after the payment deadline and will accrue monthly on the 1st of each month. Along with PMI fees, the following fees may apply:

- **Elliot School Pick-Up:** Because of the close proximity of the Eliot Lower and Intermediate Schools to our ‘in-house’ instructional sites, NEMPAC offers pick-ups (and potential drop-offs) at these sites. NEMPAC instructors are responsible for picking up and/or returning students to after-school programs at Champions. If a parent would like to opt in for drop off back Champions, the student must be enrolled in the Champions program. Parents must review all pick-up protocol for this option. A one time $40 Pick-Up Fee applies for each session.
  - Please note that Elliot School Pick-Up will NOT be available for Session I of the 2020-2021 School Year
- **Registration Fee Students:** All Families will pay a one-time $30 fee per family at the start of the year.
- **Credit Card Processing:** Students who choose to pay via credit card are subject to a 4% processing fee of your total invoice. We recommend our students pay via Debit/ACH.
- **Payment Plan Administration Fee:** If you are interested in dividing your tuition into a monthly payment plan. An additional administration fee of $25 will be added to your invoice.
Payment Options PMI:

- **Credit Card Payments:** Payments can be made online through your invoice via our registration portal or at NEMPAC via credit card with an additional 4% processing fee.
- **ACH/Check Bank Transfer:** Payments can be made online through your invoice via our registration portal via ACH/Bank Transfer or by mailing in a check to avoid the additional processing fee of 4%.
- **Automatic Credit Card Payments:** 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. An additional 4% processing fee will be added for each invoice.
- **Payment Plans:** You can select a payment plan option at the time of making your first payment. The following payment plans are offered each session:
  - Monthly Payment Plan: Tuition amounts are split into 5 monthly payments (Sept - January for Session I and February - June for Session II). Invoices are sent automatically, and an additional $25 administrative fee will be applied. Due at registration: $30 registration fee + 25% deposit.
  - Need-based Scholarships / Financial Aid: NEMPAC offers need-based scholarships for lessons and classes. Students who require a scholarship must contact the Educational Programs Director for an application. Scholarship applications are reviewed by an anonymous committee, and decisions will be sent to applicants via email by the Educational Programs Director shortly after. For more information please see our Scholarship and Financial Assistance page.
- **The following discounts may be applied:**
  - Sibling Discounts: NEMPAC offers a sibling discount of 10% off the additional student to families with 2 or more enrolled in any of our programs under the age of 18. This discount applies to PMI, class programs, and workshops. The discount will be applied to the lesser cost program. The sibling discount does not apply to already discounted programs such as semi-private lessons or those on financial aid.

Classes / Group Music Instruction:

NEMPAC is pleased to offer online class registration and payment for the 2020-21 academic year. While registering online students can pay via credit card, or electronic check. Along with class fees, the following fees may apply:

- **Eliot School Pick-Up:** Because of the close proximity of the Eliot Lower and Intermediate Schools to our ‘in-house’ instructional sites, NEMPAC offers pick-ups (and potential drop-offs) at these sites. NEMPAC instructors are responsible for picking up and/or returning students to after-school programs at Champions. Parents must review all pick-up protocol for this option. A one time $40 Pick-Up Fee applies for each session.
  - Please note that Eliot School Pick-Up will NOT be available for Fall Class Session of the 2020-2021 School Year
- **Registration Fee Students:** All Families will pay a one-time $30 fee per family at the start of the year.
- **Payment Plan Administration Fee:** If you are interested in dividing your tuition into monthly payments, NEMPAC is happy to provide a monthly payment plan. An additional administration fee of $25 will be added to your invoice at the time of registration.

All additional fee options must be selected on the registration form at checkout.

Payment Options Classes/GPI:

- **Credit Card Payments:** To pay online please continue through our registration portal during your registration process. You can save your payment information in your account for later purchases.
- **Electronic Check Payments:** To pay via ACH, please continue through our registration portal during the time of registration. You can save your bank account information in your account for later purchases.
- **Payment Plans:** You can select a payment plan when you register for your classes.
  - Monthly Payment Plan: Tuition amounts are split into monthly payments. There is a $5 payment plan fee applied plus a deposit of 25% that is due at the time of registration.
- **Need-based Scholarships / Financial Aid:** NEMPAC offers need-based scholarships for lessons and classes. Students who require a scholarship must contact the Educational Programs Director for an application. Scholarship applications are reviewed by an anonymous committee, and decisions will be sent to applicants via email by the Educational Programs Director shortly after. For more information please see our Scholarship and Financial Assistance page.
- **The following discounts may be applied:**
- **Sibling Discounts**: NEMPAC offers a sibling discount of 10% off the additional student to families with two or more enrolled in any of our programs under the age of 18. This discount applies to PMI, class programs, and workshops. The discount will be applied to the lesser cost program.

- **Early Childhood Discount**: NEMPAC offers a sibling discount for 50% off the additional student to families with two or more students enrolled in any of our early childhood programs such as First Steps and Family Music Makers. *This discount only applies to early education and is not applicable across programs.*

### Absences and Make-Ups

#### Absences & Make-Ups PMI:

**Unexcused Absences** - A lesson that is cancelled by a student less than 24 hours before your scheduled time is considered unexcused, and is not eligible for a make-up lesson. An instructor can disregard an unexcused absence if they believe it was unavoidable and an emergency, then a make up lesson can be issued.

**Excused Absences** - A lesson cancelled by a student 24 hours or more before your scheduled time is considered excused, and will receive a make up lesson during a designated time by your instructor. Students are only guaranteed one excused make up lesson per session. An instructor can provide more than one excused make up lesson if time permits.

*Please be respectful of your instructor’s time and communicate all absences (excused or unexcused) prior to your lesson. If you miss a lesson due to health or other extenuating circumstances, please contact the Administrative Coordinator in addition to your instructor.*

#### Make-Up Lessons PMI:

There are two weeks set aside for make-up lessons at the end of each session. Instructors may choose to make up excused absences during the regular session schedule if availability allows. If there is an instructor cancellation or weather-related closure students will receive a make up lesson in addition to your excused absence. *There will be no make-up for missed make-up lessons, either excused or unexcused.*

#### Absences & Make-Up Classes:

Students will not receive makeup classes due to student excused or unexcused absences. Makeup classes will only be given in the event of an instructor cancellation or weather-related closure. NEMPAC will attempt to bring in a substitute for any unforeseen cancellation with an instructor, however, in the event of more than one instructor cancellation, where NEMPAC cannot guarantee a full make up schedule, NEMPAC will provide a credit for the missed cancellations.

*Students enrolled in early education programs can make up a class by dropping in to any of our early education programs for ages 0-4 yrs.*

### Weather-Related Closures

Weather related closures will be made up for private music instruction and classes. Closures will be made up during the makeup week(s) at the end of the current session. In the event of excessive weather-related closures, NEMPAC cannot guarantee a full make up schedule. If this occurs, NEMPAC will provide a credit for the missed weather-related cancellations. NEMPAC follows the Boston Public School calendar for all snow day and holiday closures.

*Please be in contact with your private instructors during any weather-related closures to see if lessons will be available at NEMPAC later in the day.*

### Tardiness Policy

If an under-age/youth student(s) is more than 10 minutes late being picked up by a caretaker from their lesson or class, a $10 late fee will be charged. Please be respectful of our instructors time, however we do understand unpredictable situations may arise.

### Building & Safety Policies

**Student Safety**: Due to the nature of our multiple NEMPAC facilities and instructional sites, and the fact that we do not always have an administrator on-site, **NEMPAC is not responsible for supervising your child before or after their scheduled lesson or class time. We cannot guarantee they will have supervision.** Parents/caretakers are responsible to ensure children get to and from their program. When parents are accompanying their children to NEMPAC, they are responsible for supervising their behaviors at all times.

**Respectfulness of Waiting Areas**: The community room in the Prado building and hallways at our off-site locations including Hull Street, Eliot Intermediate School, Charlestown Working Theater, St. John School, Harvard Kent, and Warren Prescott should be left as they've been found. Children are welcome to enjoy a craft or coloring activity in our main studio building at NEMPAC. Please be courteous and respectful of these shared spaces.
Please note that through at least **January 2021**, the waiting area at the Prado Studios is limited to two people maximum at all times. Please see our Health and Safety Guidelines in Response to COVID-19 for more information.

**Drop Off & Pick Up:** Please escort younger children into the building and make sure they connect with their teacher. Children over the age of 9 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. We follow our “No Student Left Behind Policy” if special pick up and drop off arrangements have been made. 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-up that have been noted on your registration form will be allowed to sign your student out from class.

**No Student Left Behind Policy:** In you have elected in our pick up or drop off options and paid a fee for the Eliot service, please note that it is a parent or caregivers responsibility to:

1) Inform the after-school program (Champions) if applicable, and the Eliot School homeroom teacher that NEMPAC is the certified pick-up personnel for that student on given day.
2) Parent is recommended to attend drop-off at first class or lesson to meet NEMPAC faculty and to go over pick-up protocol.
3) NEMPAC has cleared and approved supervisors at each pick-up and drop-off site. NEMPAC will not leave any student behind without proper identification of supervisor on-site.