



[www.nempacboston.org](http://www.nempacboston.org)

# Student & Family Handbook & Policies

North End Music & Performing Arts Center



# Table of Contents

Mission / Vision / Values / History.....	3
Non-Discrimination / Anti-Racism Statement.....	4
Accessibility / Inclusivity in Programs.....	5
Contacts.....	5/6
School Calendar / Cancellations.....	6/7
Registration / Attendance / Payments.....	8
• How to Register.....	8
• Waitlist Policy & Joining Mid-Session.....	9
• Late Payments & Payment Options.....	9
• Payment Plans & Discounts.....	10
• Tuition Assistance.....	10
• Makeup Lessons & Classes.....	11
• Withdrawals & Refunds.....	12
Health & Safety Policies.....	13
Student & Family Conduct / Responsibilities.....	13
• Community Spaces.....	13
• School Pick Up & No Student Left Behind Policy.....	13
• Security & Safety.....	14
• Guardian Presence.....	14
• Drop Off & Pick Up.....	14
Student Recitals (Private Music Instruction).....	14
• Dates.....	14
• How to sign up.....	14
• Tips.....	15
• Etiquette.....	15
Class “Shareformances”.....	15
Concerts / Events.....	15
• Student Performance & Community Events.....	15/16
• Performing Arts Center.....	16/17
Use of Photographs.....	17
Parking in the North End.....	17
Other Ways to Give!.....	17
• Volunteer.....	17
• Support.....	17



## 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.

## History

North End Music & Performing Arts Center (NEMPAC) is your 501(c)(3) community music school and performing arts center founded in 2001 by a group of five local mothers who were seeking arts enrichment programming for their children. These mothers began the organization out of their own homes and used community spaces in the neighborhood to offer private piano lessons. As NEMPAC grew, its Board of Directors sought a physical home and began to work with the City of Boston and the office of Mayor Thomas Menino to acquire and renovate an abandoned 590 square-foot 1920s wash house in the heart of the North End.

With headquarters to house administrative offices and private studios, NEMPAC began to flourish. As a music school, NEMPAC reaches approximately 1,500 students per week, offering programs across several art disciplines, including dance and theatre, focusing on music education. Through partnerships with local schools, students receive free, in-school music education.

As a highly respected performing arts center, NEMPAC presents public concerts and professional performance projects each year involving hundreds of local Boston artists. Many of these programs are free to the public throughout the year, including our Jazz in the Park Concert Series on the Greenway.

## Non-Discrimination

NEMPAC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or operations. These programs and operations include, but are not limited to, hiring and firing of employees and contracted staff, selection of volunteers, faculty, artists, and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, board leadership, students, neighbors, volunteers, contractors, vendors, and friends.

## Anti-Racism Policy

At NEMPAC, we do not tolerate or accept racism of any kind, in any form. We are committed to becoming a more diverse and inclusive organization by overcoming the disparities and inequities that exist through the services we provide, the people we reach, the workplace culture we foster, and the outcomes we achieve. This is the defining work of our time and essential to our long-term relevance and impact.

We are committed to programs that bring together and celebrate individuals and/or groups of people of varying opinions, experiences, beliefs, and backgrounds - to spark conversation, build understanding, listen to perspectives, and unite the community. We use the arts to tell stories that represent the communities and cultures of Greater Boston. Through music, artists, and performers, we speak in sound—as well as words—about the shared and unique experiences of artists and audience members. Equity is one of our core values, and we continue through our actions as a nonprofit arts organization to provide programming that is diverse, inclusive, and accessible for all.

As we begin the work of becoming a more inclusive organization that contributes to increased equity in Boston and in cultural and civic life, our desire for positive progress must be informed by our historical context. We recognize that structural racism exists in our neighborhoods, our cultural institutions, and within the NEMPAC community. We work to dismantle structural racism and create an environment where everyone has access to the performing arts and feels a sense of belonging.

We seek to become an inclusive community, working against white privilege, bias, racism, religious and ethnic intolerance, and discrimination based on gender, sexuality, multiple marginalized identities, class, age, and ability. We strive to overcome these issues through a lens of diversity, equity, inclusion, and belonging (DEIB).

Zero Tolerance Guidelines: Zero-tolerance for NEMPAC means that we will not bear witness or allow discriminatory behavior without taking decisive action for our community. The organization has internal guidelines on identifying and responding to racism and other forms of discrimination, which we acknowledge can be challenging and complex. We have internal guidelines, including investigation and action, for responding to and reporting any instances.



# Inclusivity in Classes & Lessons

All students are welcome and encouraged to participate in NEMPAC's lessons, classes, and student events regardless of ability, gender, sex, race, national origin, economic status, sexual orientation, or religious background.

To promote our inclusive programming, NEMPAC encourages the following:

- In all classes and group lessons, the instructor is encouraged to lead the class in a Pronoun Circle & Name Pronunciation Check during the first class. Students are not required to disclose their pronouns if they do not wish.
- NEMPAC includes pronoun options in the registration system, ASAPConnected.
- NEMPAC provides our tuition assistance applications to families in English, Spanish, and Chinese.
- Class and lesson goals should be flexible to meet students of all learning needs and styles, while progress will be assessed in a variety of contexts, both through process and product.
- Instructors are encouraged to provide a well-rounded curriculum that includes multiple means of instruction, such as visual, auditory, kinesthetic, verbal, interpersonal, and intrapersonal strategies to present information, and to have students express understanding.
  - NEMPAC has a variety of visual and auditory aids in each classroom such as TV's, bluetooth speakers, and large whiteboards. In private studios, there are Bluetooth speakers and handheld mini whiteboards.
  - At NEMPAC, the study of music, theatre, and dance includes the study of all people, places, and cultures. Instructors and students are encouraged to explore a variety of cultures, musical and theatrical genres, and dance styles, from a diverse range of musicians, composers, playwrights, and choreographers.
- NEMPAC provides faculty and staff with the skills, information and support necessary to provide a diverse and culturally responsive classroom and learning environment. This will be through access to professional development opportunities and our professional development book library.
- NEMPAC will work towards including closed captioning and sign language interpreters into student events and performances throughout the year.
- NEMPAC has handicap accessibility and wheelchair access at the Prado studios, Hull St, and the first floors of Tileston St and the Charlestown Working Theater.

## Contacts

**Main Office:** 50 Tileston St. Boston, MA 02113

**Office Phone:** 857-239-9997

**Website:** [www.nempacboston.org](http://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	<a href="mailto:info@nempacboston.org">info@nempacboston.org</a>	Year-Long Class & Summer Workshop Programming <ul style="list-style-type: none"> <li>• Lesson Inquiries</li> <li>• Class schedules</li> <li>• Class Attendance Communication (absences and tardiness)</li> <li>• Class and Summer Workshop billing</li> <li>• Class Shareperformances</li> </ul>
Jhon Alvarado, Music Program Manager	<a href="mailto:jalvarado@nempacboston.org">jalvarado@nempacboston.org</a>	Private Instruction / Instrument Lessons <ul style="list-style-type: none"> <li>• Instrument rentals and purchases for lessons and group classes</li> <li>• Lesson scheduling</li> <li>• Lesson Attendance Communications (absences, schedule changes, etc.)</li> <li>• Lesson billing</li> <li>• Recitals</li> </ul>
Morgan Flynn Educational Programs Director	<a href="mailto:mflynn@nempacboston.org">mflynn@nempacboston.org</a>	<ul style="list-style-type: none"> <li>• School Partnerships</li> <li>• Tuition Assistance</li> <li>• Student/Guardian Concerns</li> <li>• Instrument Donations</li> </ul>
Pamela Feo, Development Manager	<a href="mailto:pfeo@nempacboston.org">pfeo@nempacboston.org</a>	<ul style="list-style-type: none"> <li>• Donations to NEMPAC</li> <li>• Volunteering</li> </ul>

## 2025-2026 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 8-lesson packs.

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

**Session I:** September 8th, 2025 - February 1st, 2026

**Recitals:** Saturday, January 24th & Sunday February 1st

**Session II:** February 2nd - June 22nd, 2026

**Recitals:** Sunday, May 31st and Saturday, June 6th

### 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 22nd - December 19th, 2025



**Registration & Payment Deadline:** September 8th, 2025

**Winter Session:** January 5th - March 28th, 2026

**Registration & Payment Deadline:** December 15th, 2025

**Spring Session:** March 30th - June 22nd, 2026

**Registration & Payment Deadline:** March 16th, 2026

## **Full-Year Classes, Group Instrument Programs & Ensembles**

NEMPAC offers full-year classes, ranging from 29 - 31 weeks.

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

**Full Year Session:** September 22nd, 2025 - June 22nd, 2026

**Registration Deadline:** September 8th, 2025 (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

## **2025-2026 No Program Days and Observed Holidays**

Labor Day.....	September 1, 2025
Soiree on the Prado.....	September 18, 2025
Indigenous People's Day.....	October 13, 2025
Halloween .....	October 31, 2025
Veteran's Day.....	November 11, 2025
Thanksgiving Break.....	November 26 - November 30, 2025
Winter Break.....	December 20, 2025 - January 4, 2026
Martin Luther King Jr. Day.....	January 19, 2026
February Vacation.....	February 14 - 20, 2026
Good Friday.....	April 3, 2026
April Vacation.....	April 18 - 24, 2026
Memorial Day.....	May 25, 2026
Juneteenth.....	June 19, 2026
Independence Day.....	July 4, 2026



## **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.

## How to Register

All families will pay a one-time \$40 fee per family at the start of the year

1. Online at [www.nempacboston.asapconnected.com](http://www.nempacboston.asapconnected.com)  
For returning private students, please email Mary at [monstad@nempacboston.org](mailto:monstad@nempacboston.org)
2. Call NEMPAC at 857-239-9997, Monday-Friday, 2 - 5pm to pay over the phone or just stop by!

### Returning Private Students

Returning private students are given the opportunity during the last 3 weeks of June to renew their current schedule for the upcoming academic year.

New student registration, or schedule change, will open on July 1 of each year. Once registration is open to the public NEMPAC cannot guarantee a returning student's lesson day/time. Enrollment for summer will be completed separately as instructor availability varies.

Adults purchasing 8-pack lessons must use them within the session that they are purchased in. Unused lessons will not be rolled over.

### Class Programs

All students must register for classes each session on or before the registration deadline. NEMPAC opens all classes to registration on a first-come, first-serve basis. Students will receive confirmation & notification of class details one week prior to start date.

### 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.

## Communication

The NEMPAC administration will send courtesy communications and reminders on important deadlines / dates to families in a few different ways. Be on the lookout for important communications!

### SMS Auto-Enrollment Policy:

By registering with NEMPAC, you consent to receive SMS messages related to your registration and enrollment. These messages are not frequent, but may include important notices or reminders (i.e. weather related cancellations, special event or performance, session reminder). NEMPAC does/will not send billing reminders or account notices via SMS. By completing the registration process, you are automatically enrolled in our SMS communication service and acknowledge that you have read and agreed to this SMS Auto-Enrollment Policy.

### Opt-Out:

You may opt out of receiving SMS messages at any time by emailing [info@nempacboston.org](mailto:info@nempacboston.org) or calling 857-239-9997 during business operating hours, or logging into your ASAP account portal.

### Privacy:

We respect your privacy and are committed to safeguarding your personal information. We will not share your phone number with third parties without your consent.

### Email

Be sure to go into your email settings to ensure the following emails are not going to spam: [info@nempacboston.org](mailto:info@nempacboston.org) , [acarufel@nempacboston.org](mailto:acarufel@nempacboston.org) , and [monstad@nempacboston.org](mailto:monstad@nempacboston.org)

### E-Newsletter

NEMPAC sends out bi-weekly newsletters about all things NEMPAC! Be sure to [subscribe](#) to



receive this communication.

## 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.

## Joining Mid-Session

We accept mid-session enrollment on a case-by-case basis. Please contact us and we can advise you if there is space available to join, and the tuition will be prorated according to your start date.

*\*Musical Theatre Troupe does not accept late enrollment. Full-year ensembles and classes accept late enrollment up until the 4th class and will not accept members past that date.*

## 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:** Please note that this year, starting June 13th, 2025, we will be issuing 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.

## Discounts

Please email [info@nempacboston.org](mailto:info@nempacboston.org) before registering to receive a discount.

**Sibling Discounts:** 10% off the additional student to families with 2 or more enrolled in our programs under the age of 18. *The discount will be applied to the lesser-cost program and does not apply to already discounted programs or those receiving tuition assistance.*

**Early Childhood Discount:** 50% off the additional student to families with two or more students enrolled in our early childhood programs First Steps and Family Music Makers.

**Parent Discount:** 10% off classes for adults with a child enrolled in NEMPAC programs.

**NEMPAC Faculty Discount:** 20% discount on programming for themselves and their children for up to two participants a session.

**Ensemble / Production Discount:** Students enrolled in lessons or other programming at NEMPAC will get a reduced rate tuition for all production or ensemble programs.

**Senior Discount:** 10% off tuition to all seniors, ages 65+

**College Discount:** 10% off private instruction or adult class session with valid ID.

**Military Family:** 10% off tuition for military families.

**Teacher Discount:** 10% off tuition for educators.

**Health Care Professionals Discount:** 10% off tuition for healthcare professionals.

**ACH Payment Discount:** Use discount code "ACH3" for any ACH payments being made. The credit card processing fee will be void if you choose to pay via ACH/Bank Transfer

## Tuition Assistance

NEMPAC offers tuition assistance for lessons and classes. Students who require tuition assistance must fill out our online form and submit by the deadline. Applications are reviewed by an anonymous committee, and decisions will be sent to applicants via email.

If tuition assistance is granted, it will be granted for the entire fiscal year in which the student applied for funding. Our fiscal year is July 1st through June 30th. *(i.e. if you apply September 1st for support, the funding will be applied to your program of choice for the entire fiscal year through June 30, 2025).*

In order to ensure that students participating in the Tuition Assistance program have access to programming, NEMPAC opens applications in advance of general registration. Additionally, spots are reserved in classes and summer workshops for students receiving aid. The number of spots are determined before each session and depend on class size.

If not used, reserved spots will be released to waitlist students at a predetermined date, typically a month before programming starts.

### Card to Culture Program:

NEMPAC is proud to participate in the Massachusetts' Card to Culture Program.

Massachusetts residents who are EBT cardholders and their families automatically qualify for partial tuition assistance in NEMPAC classes, workshops, and summer workshop programs. Students with an EBT card will receive a minimum of 50% discount on one class or Private Music Instruction session, with larger awards available based on applicant need and NEMPAC budget. Tuition assistance is available on a first come first serve basis as the budget allows. More about the State Card to Culture program can be found [here](#).





Attendance and enrollment policy for Tuition-Assistance Students: NEMPAC withdrawal policy applies here. For students receiving tuition-assistance, if repetitive absences are noticed by students receiving funding, the NEMPAC administration may consider not renewing your enrollment in the next session of programming.

**Mid-Year Tuition-Assistance Evaluation:** Any student receiving tuition-assistance who was allocated in the first enrollment period is required to complete an online mid-year evaluation form which includes an income and household size verification, as well as re-enrollment request into the next session of programming. For students enrolling for tuition-assistance during open enrollment periods II and III, this is not required.

### Enrollment Periods:

Period I: (Fall Classes and Semester I Lessons) July 1 - August 25, 2025

Period II: (Winter Classes and Semester II Lessons) November 1 - Dec 12, 2025

Period III: (Summer Programs and Spring Classes) X insert other

For more information please see our [Tuition Assistance page](#).

## Makeup Lessons & Classes

### Private Lessons

There are one to two dates set aside for make-up lessons at the end of each session. A lesson canceled by a student 24 hours or more before your scheduled time is considered excused. Students are guaranteed **one excused make-up lesson per session**. Instructors may choose to make up additional excused student absences if availability allows. *Please be respectful of your instructor's time and communicate all absences prior to your lesson.*

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. Should your lessons usually be in-person, it is up to the discretion of the instructor and parent about virtual make-up lessons. *There will be no make-up for missed make-up lessons, either excused or unexcused.*

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 [monstad@nemapcboston.org](mailto:monstad@nemapcboston.org) in addition to your instructor should this be the case.



### 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 either provide a credit for the missed lessons/classes or a substitute instructor.

### **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 Private Instruction Manager and the family 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.

### **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 a full year and if you choose to withdraw from lessons, NEMPAC must be notified at least 3 weeks prior to a session start date and your time spot will be released and you will be fully refunded or credited for one year. Should you provide notice after the registration deadline, the following policies apply:

- *After the Registration Deadline*, if you wish to withdraw from your lessons, you will receive a 50% credit on your NEMPAC account, good for up to one year.
- *After the Halfway Point of the Session*, no credits or refunds will be given.

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:

- *Prior to the Registration Deadline*, tuition will be refunded or credited for one year.
- *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 Class Session*, no refunds or credits will be issued.

- *For full-year classes or ensembles*, students have the option to drop after the class or ensemble's Second Class for a 50% credit of the first payment. After that point, no refund or credit will be given.
- *Musical Theatre Troupe*: Families must pay in full by the Class Registration deadline or their spot is forfeit. Between the registration deadline and two weeks before orientation, families can receive a 50% refund. No refunds will be given after that point.

## 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](mailto:mflynn@nempacboston.org).

## Health & Safety Policies

If a student, staff member, faculty, or concert attendee is experiencing signs or symptoms of cold or flu or otherwise resembling COVID-19, the individual should not attend the program nor enter any of NEMPAC's facilities.

Faculty or students who test positive must follow the most up-to-date CDC guidelines regarding isolation and notify NEMPAC administration immediately: 857-239-9997 or [info@nempacboston.org](mailto:info@nempacboston.org)

Read our full updated [NEMPAC Health Safety Policy Protocols](#)

### Health Safety Policy Cancellation

Should a class or lesson move to a virtual platform due to Health Safety Concerns or a Government Mandate, NEMPAC will follow an **Opt-Out Policy** where families are given FIVE days to withdraw from the program following the date communication is sent out to families. NEMPAC communicates to families via TEXT SMS and Email. Following five days, no refunds or credits will be permitted.

Should a class or lessons be **outright canceled** due to a health safety emergency, families will be notified and reimbursed for the remainder of the classes not taught.

## 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 studio or community space except water.
- 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.

## School Pick Up & “No Student Left Behind”

NEMPAC offers a pick-up option from the Eliot School for many programs, and from Warren Prescott for our Charlestown Group Guitar (Gr 3-5 Class). 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 \$100 Eliot Intermediate School Pick-Up Fee for 16-week PMI sessions.
- A one-time \$75 Eliot Lower School Pick-Up Fee for 16-week PMI session
- A one-time \$75 Eliot Pick-Up Fee for 10-week Class sessions, or \$225 for Full year
- A one-time \$300 Warren Prescott Pick-Up Fee for the Full Year CWT Grade 3-5 Guitar class.

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

- It is the caregiver’s responsibility to inform Eliot or WP 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 teacher 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.

## 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

January 24 & February 1, 2026

May 31 & June 6, 2026

### 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.

If you are unable to attend your instructor's assigned recital day/time, please let your instructor and the Private Instruction Manager know. We will work with you to add you to a different day and time.



### Tips for Performing!

- Practice in your lessons and at home! Come prepared with all your music! The more prepared you are, the less nervous you will be.
- Come dressed to impress! This is a special event all about you so be sure to show off!
- Breathe! When you get on stage, take deep breaths, and smile! When you are done, smile again, take a bow, and walk off the stage.
- If you mess up, it's ok! You are welcome to start over. The audience is there to support you!

Your teacher is there to support you in your lessons! If you have any questions, please ask them!

### Etiquette

- Congratulate each performance with applause!
- Do not speak during someone else's performance!
- Pay attention to the performers while they are performing, watch and listen!
- Stay for the entire recital and don't get up during someone else's piece.

## 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.

## Concerts / Events

NEMPAC offers many community events and student performance opportunities throughout the year in addition to our recitals and "shareperformances". Please consult our website, our socials, and communication from the administration team and your instructors for event details!

### Student Performance & Community Events

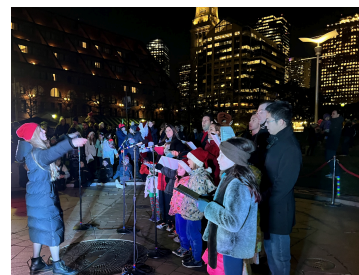


#### Pumpkin Painting (October)

Join us for our Annual Pumpkin Painting on the Prado Fall Community Event! Be sure to enter the #NEMPACJazziestPumpkin Contest to get your creative juices ready! This annual tradition is fun for the entire family!

#### Tree Lightings (November)

Catch performances by NEMPAC's ensembles and holiday show cast while you enjoy visits from Santa Claus, cookies, and hot chocolate.



#### CWT / NEMPAC

#### Musical Theatre Troupe Holiday Show (December)

The Music Theatre Troupe Holiday Show in collaboration with the Charlestown Working Theater will be back for its 9th production!

#### Outreach Holiday Concerts (December)

Private and ensemble students of all ages join together to perform holiday classics at senior and rehabilitation centers across the North End and Charlestown.

#### Performathon (April)

At the Annual Performathon, our talented students of all ages and faculty come together in support of NEMPAC's mission to make music accessible for all. During this family-friendly event, we host performances, with raffles, prizes for student fundraisers, and more! Over 50 private students and ensembles sign up to raise pledges for our tuition assistance program.



#### Musical Theatre Troupe Musicals (March / May)

The Musical Theatre Troupe will be back for its 2nd Winter production and 14th Spring production!



#### Masterclasses (Varies)

NEMPAC's Honors Masterclasses are held for a variety of musical disciplines (voice, piano and guitar) throughout the year. These masterclasses are an opportunity for selected students to participate in an

open performance with a guest clinician or faculty member to workshop their selected song in front of an invited audience and other participants.



### **Movie Musical Nights (Varies)**

Bring your family to the Charlestown Working Theater for movie night! Sing along to your favorite songs from a hit movie musical (past showings include Annie and The Greatest Showman) while enjoying a fun, family-friendly movie. Families are encouraged to come in comfy clothes and bring pillows and blankets for this fun evening!

### **Open Mic Nights (Varies)**

Interested in getting up on stage!? We invite community members to join us for our open mic nights held throughout the year at the Boston Public Market.



## **Performing Arts Center**

NEMPAC is proud to offer a number of professional concerts and performance projects throughout the year involving hundreds of local Boston artists.



### **Jazz in the Park (July/August)**

This free outdoor Summer Concert Series welcomes ALL and is open to the public! Held on The Rose Kennedy Greenway Greenway in July and August, we offer five outstanding evening Jazz concerts. The series brings together a mix of different cultures throughout the world through contemporary jazz sounds. Jazz in the Park takes the audience on a musical journey that proudly highlights the unique and diverse sounds that unite us all.



### **Artist Series and Annual Amore Concert (February)**

In the winter season, NEMPAC presents a variety of artists concerts featuring professional musicians in various intimate venues. Check our website for more details on the schedule and programs!



### **Opera Project**

Since 2011, NEMPAC Opera Project has enriched the City of Boston with professional productions that are accessible to the whole community.

## **Use of Photographs**

NEMPAC may take photographs of classes, lessons, recitals and events for promotional use. A media consent form is given through our registration site. Please sign it to permit us to use your students' image in promotional

materials. Leave blank if you don't give consent.

Please note that for production-based or ensemble programs, like our Musical Theatre Troupe, Rock & Pop Band, and Pop Stars Vocal Ensemble, we will automatically assume consent given the nature of the program and their public performances.



## Parking in the North End

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.

## 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.