RCM Policies and Procedures 2026-2027

STUDENT CANCELLATIONS

- Need to cancel a lesson? To be eligible for a make-up you must **call our office**: (e-mail notification may not be received in time)
- Monday thru Thursday lessons, call no later than 12 noon.
- Friday and Saturday lessons, call by 8 am.

*** Failure to notify the office will result in forfeiture of the lesson.

***** Students who are ill should NOT come to school under any circumstances. Students sent home due to illness will lose their lesson for that day. NO EXCEPTIONS.**

MAKE-UP LESSONS

Students enrolled in a full-year 32-lesson program are entitled to **two make-up lessons.**
Students enrolled for 16 lessons or less are entitled to **one make-up lesson**.
Any lessons not completed or made up by June 30th will be forfeited.
Lessons will not be carried over to the summer. Make-ups must be scheduled and confirmed with the teachers.

***** Make-up lessons may NOT be rescheduled under any circumstances *****

TEACHER CANCELLATIONS

Many of our RCM faculty members are professional musicians who may need to cancel a lesson due to performance commitments. When a teacher cancels a lesson for any reason, it will be made up at a time that works for both of you.

LESSON DAY/TIME CHANGE

There may be times when you need to change your schedule. Please send us your request in writing. Allow up to 2 weeks for changes to be made, as it will affect other students.

CLASS WITHDRAWALS & REFUNDS

To withdraw, provide the office with written notice as to the reason you are withdrawing. (e-mail is fine)

- Withdrawals **PRIOR to the 5th lesson** will be issued a refund totaling **100%** of the unused lessons.
- Withdrawals **AFTER the 5th lesson** will be charged a $50 withdrawal fee and 2- lesson notice is required, you may take those lessons or not, but will be required to pay for them.

Please note, refunds cannot be given for unexcused student absences.

SCHOOL EMERGENCY CLOSINGS (Extreme Weather or other Emergency)

You may have the option to either take a virtual lesson on that day or a make-up at a later date. To learn of school closings visit: www.rcmny.org / Call the Conservatory at 845-356-1522 or check your e-mail for notifications.

STUDENTS UNDER 10 YEARS OF AGE

Students under 10 years of age must have a parent/guardian remain in the school building for the duration of their lesson.

STUDENT DROP-OFF AND PICK-UP

Students may not be left unattended prior to or after their lesson. Since there are times when the school closes early, no student should be left waiting to be picked up.

PAYMENT OPTIONS & METHODS

Pay in full OR make a **partial payment** of 25% of total tuition at the time of enrollment and balance on monthly plan.
A **non-refundable registration fee** is charged at this time.

1. Automatic credit card payments allow RCM to charge your card on payment due dates.
2. Pay in person or by mail with cash, check, money order or credit card on or prior to due dates.

In the event we are unable to collect tuition in a timely manner, lessons may be suspended.

PHOTO/VIDEO PERMISSION

Students and families are frequently photographed or videotaped during Conservatory activities and these photographs may appear in public newspapers, newsletters, websites, social media, etc. Please circle whether or not this is acceptable to you.

I DO / DO NOT give permission for me or my child to be photographed for such purposes.

Please sign indicating you have read and agree to follow the policies and procedures above. Thank you!

(Signature)_____Date_____Student Name (Print)_____