

School Semesters

1. There will be three semesters in our school: Fall, Spring, and Summer.
2. We encourage students to register early to secure a place. All registration forms, applicable registration fees, master class and recital fees, and tuition must be received on or before the Due Dates stipulated in the School Calendar.
3. For the sixteen week package offered in the Fall and Spring semesters (Package 1), a five percent discount will be given if the tuition is paid in full by the registration due date. No discount will be given for eight-week packages (Package 2) or for those who have selected the installment plan.
4. There will be a grace period of one week, after which lessons will not continue until the payment is received in full. A one-time late fee of \$10 will also be applied to all late payments.
5. For all those who have selected the installment plan, the second installment must be received by the end of the 6th week of the semester.

Payment options

1. All payment must be made in cash, check, or credit card.
2. Checks should be made payable to **“New Heart Music Ministries.”** There will be a charge of \$25 for each returned check.
3. Credit card payment is accepted with an additional 3% processing fee.

Registration fee

1. **New students** must pay an initial \$25 registration fee for setting up and maintaining his/her information on our database.
2. New students who register after April do not need to pay the \$15 annual renewal fee for the following academic year.
3. The registration fee is waived for students who have direct family member(s) registered in the same semester and have already paid the required registration fee.
4. The registration fee will apply to students enrolling in the Comprehensive Music Packages and the Theory and Aural Training. Students enrolled in the Group and Ensemble Classes do not need to pay the registration fee.
5. The registration fee is non-refundable.

Annual Renewal fee

1. Returning students must pay an annual renewal fee of \$15, due at registration.
2. Returning students include all students who have previously enrolled in New Heart.
3. The annual renewal fee will apply to students enrolling in the Comprehensive Music Packages and the Theory and Aural Training. Students enrolled in the Group and Ensemble Classes do not need to pay the annual renewal fee.
4. The annual renewal fee is waived for students who have direct family member(s) registered in the same semester and have already paid the required renewal fee.
5. The annual renewal fee is non-refundable.

Cancellation Policy

1. New Heart is committed to paying our teachers for all scheduled lessons. Therefore, we intend to adhere strictly to our cancellation policy.
2. If a teacher is absent, a make-up lesson will be scheduled at a mutually convenient time. Scheduled make-up lessons missed by the student will not be made up.
3. For students enrolled in the Comprehensive Music Packages
 - a. Students are allowed to reschedule their individual lesson ONLY three times per semester.
 - b. Make up lessons are given only when at least 24-hour notice is provided.
 - c. In the event of emergencies, such as illness or car trouble, please notify the teachers as soon as possible.
4. For students enrolled in the Theory and Aural Training
 - a. There will be no make-up classes once the student has signed up for the class.
 - b. The tuition will be prorated if the student joins the class in the middle of the semester.
5. For students enrolled in the Group and Ensemble Classes, there will be no make-up classes or refund once the student has signed up for the class.

Refund Policy

1. The New Heart office must be informed for any termination of classes. A thirty day notice must be provided in writing if any student decides to terminate the Comprehensive Music Package or the Theory and Aural Training. Verbal notice is not accepted. For students under 18, a signature of parent or guardian is required.
2. Registration, annual renewal, and late fees are non-refundable.
3. Refund policy
 - a. For Comprehensive Music Package
 - i. The tuition for any lessons that have already taken place is non-refundable.
 - ii. New Heart will refund 80% of the tuition for lessons that have not taken place, less a \$10 schedule change fee.
 - b. For Theory and Aural Training
 - i. Before 1st class - 100% refund, less \$10 schedule change fee.
 - ii. Before 2nd class - 80% refund, less \$10 schedule change fee.
 - iii. After 2nd class - No refund.
 - c. For Group and Ensemble Classes, no refund is available once registered.

Trial lesson

1. Students can schedule a trial lesson with an individual teacher at the rate of \$30 for thirty minutes, \$45 for forty five minutes, and \$60 for sixty minutes.
2. Students signing up for trial lessons do not need to pay the registration fee.
3. Tuition must be paid prior to the lesson.
4. Teachers reserve the right to accept the students based on their aptitude, schedule, etc.

Safety policy

1. Parents are responsible for the safety of the students and their siblings within the New Heart premises.
2. New Heart shall not be liable for any accident, injury, loss, theft, or damage which might be sustained on the premises in conjunction with any school related activity or function.