

GENERAL POLICIES AND INFORMATION 2008-2009

ACCESSIBILITY: The School facility is an Americans with Disabilities Act compliant building. There is a ramp leading up to our front door, an elevator that serves all of our programmable floors and a lift to our Performance Space.

BUILDING LOCATION AND HOURS: The School is located at 24 East 95th Street, between Madison and Fifth Avenues. During the school year, the building is open Monday through Friday, from 8:30am until 9:00pm, and on Saturday from 9:00am until 4:30pm. During the summer, the building is open Monday through Friday, 9:00am until 5:00pm.

CHILD SAFETY: To ensure your child's safety, please be sure to pick him/her up promptly at the classroom. Diller-Quaile faculty or staff does not supervise children waiting in the School's hallways before and/or after classes/lessons. Children are under supervision during their instruction time only. Neither instructors nor administrators are responsible for supervising children outside of teaching time. While there is a monitor in the Lower Lobby during afternoon hours, children must still be supervised by parents or guardians.

CLASS CHANGES AND CANCELLATIONS: The School reserves the right to change instructors or formats, or discontinue any class due to lack of enrollment, without incurring any liability or obligation. The School will notify students and/or parents as soon as possible regarding any changes or cancellations.

DISMISSAL: The School reserves the right to dismiss any student due to overdue tuition payments, parental noncompliance with School policies, or for any reason that the Executive Director believes is a serious impediment to a successful educational experience at the School.

EXTENDED PAYMENT PLANS: Parents/students may request extended payment plans. There is a \$25 fee for an extended payment plan. The annual tuition plus the \$25 payment plan fee is divided equally over nine months (October through June) and monthly payments are due on the 1st of each month. The extended payment plan must be arranged in writing with the Registrar prior to September 15, 2008 or prior to the first lesson if the student enrolls after September 15, 2008. Late tuition payments without a written arrangement for an extended payment plan will be considered an overdue account and charged as such. Even if a parent or student has had an extended payment plan in the past, he or she must contact the Registrar in writing to arrange for a payment plan for the 2008-2009 school year.

FINANCIAL ASSISTANCE: The School administers a financial assistance program for families or adult students who have limited financial circumstances. Families or adult students requesting aid must submit a Financial Aid Application Form with supporting documentation for any year in which aid is being requested, even if aid has been requested and/or received in the past. Financial assistance is provided subject to availability of funds.

Financial Aid awards are based on proven need as documented in the Financial Aid Application form accompanied by an income tax return, W-2 form, or last three consecutive paychecks for both parents or guardians presented at the time of application. Priority is given to returning students and students who apply early. Based upon financial information presented in the form and verified in the supporting documentation, requests for financial assistance are scored by the Business Office and approved by the Executive Director. As a result of the scoring, award amounts are allocated within the available and budgeted resources of the School. Contact the Bookkeeper for a Financial Aid Application Form.

LATE PAYMENT: The School charges a late payment fee of \$50 on all overdue accounts.

MISSED LESSONS AND GROUP CLASSES: Individual lessons missed due to teacher absences will be made up at the earliest possible date. Individual lessons and group classes missed due to student absences cannot be made up because of scheduling constraints.

MUSIC & MATERIALS: Students will be billed for music and materials as needed. Payment is due within 30 days of the date of the bill. If payment is not received within 30 days, the account will be considered overdue and will be charged as such.

PAYMENT: Payment of tuition and fees can be made by check or money order. The School does not accept cash or credit cards.

PHOTOGRAPHY RELEASE: By registering for lesson and/or classes, and by attending events, parents and students grant permission for photographs and other images of him/herself or of his or her child to be used by The Diller-Quaile School of Music in publications for publicity purposes and to illustrate Diller-Quaile programs. These images will not be distributed, sold, or used beyond Diller-Quaile's promotional activities.

RETURNED CHECKS: There is a \$25 fee for all returned checks.

SNOW DAYS: Diller-Quaile is closed for snow when the New York City public schools close. Listen to WINS 1010AM and WOR 710AM for announcements. Families can also call the School's main telephone number to hear a recorded message regarding closing due to inclement weather. The School will arrange make-up days for such closings.

STROLLERS: Strollers may be folded and stored in the School's stroller room adjacent to the main lobby. The School is not responsible for strollers left outside the School. Strollers are not allowed in the elevator or on upper floors.

TUITION DISCOUNTS: If three or more members of one family (adults and/or children) are enrolled in individual lessons, a 10% discount is given on the lesson which has the lowest tuition rate. Older adults (age 60 and over) receive a 15% tuition discount off the cost of individual lessons. The Older Adult discount is not applicable to group instruction.

DEPARTMENTAL POLICIES:

EARLY CHILDHOOD DEPARTMENT 2008-2009

FEES: There is a non-refundable, non-deductible \$60 application fee per new or returning student, per year.

CONTRACT: A signed contract must be received for each child. By signing the contract, the parents or guardians acknowledge their obligation to pay the full tuition amount for their child by September 1, 2008.

TUITION: Students enroll for a full year of Early Childhood classes commencing in September 2008. Diller-Quaile's school year is 30 weeks. Tuition is paid to the School in two equal payments. The first half of tuition is due April 18, 2008, and the second half of tuition is due by September 1, 2008. If the contract is signed after April 18, 2008, then the first half of tuition is due as specified in the contract, and the second half is due by September 1, 2008. If a student enrolls after September 1, 2008, tuition is due as specified in the contract. The yearly tuition is pro-rated for any student starting after the first week of school and is due in full with the signed contract prior to the first class.

LATE PAYMENT: Failure to make either payment by the respective due dates set forth above will result in your place being given to a child on the wait list.

WITHDRAWALS AND REFUNDS: Written notification with reason for withdrawal and request for refund should be submitted to the Early Childhood Head of Admissions. Informing the teacher of intent to withdraw or absenteeism is not considered notice of withdrawal. If the class is full and we are able to replace the student, we will give a prorated tuition refund. There is a \$100 withdrawal fee charged to the withdrawing family. Exceptions to this policy are made on an individual case basis. No requests for tuition refunds are honored after January 15th.

INSTRUMENTAL AND VOCAL DEPARTMENT 2008-2009

FEES: There is a non-refundable, non-deductible \$60 application fee per new or returning student, per year. There is a non-refundable, non-deductible \$100 tuition deposit required, per new or returning student, per year. No application will be processed and no lesson or class will be scheduled until \$160 (fee and tuition deposit) is received. There is a non-refundable, non-deductible \$75 Senior Recital Fee for each student performing a senior recital. There is a non-refundable, non-deductible \$250 fee for each student enrolled in the High School Certificate Program, per year. No returning student may apply if any member of his or her family has an outstanding balance with the School.

TUITION: Students enroll for a full school year of individual Instrumental or Vocal instruction or classes commencing in September 2008. Diller-Quaile's school year is a 30-week program. Students apply during the spring and early summer months for the school year beginning that fall. Tuition is paid to the School in two equal payments. The first half of tuition is due on September 15, 2008 and the second half is due on January 15, 2009. If a student is registered after August 15th, but before the first week of classes, then the first half of tuition is due within 30 days of the date of the invoice, and the second half of tuition is due January 15, 2009.

Tuition is prorated for students enrolling after the school year has started. If a student enrolls after the first week of lessons/classes but before January 15, 2009, tuition is payable in two equal payments. The first half of tuition is due prior to the first lesson/class, and the second half is due on January 15, 2009. If a student enrolls after January 15, 2009, then the total prorated tuition is due prior to the first lesson/class.

WITHDRAWALS AND REFUNDS: Informing the teacher of intent to withdraw or absenteeism is not considered notice of withdrawal. Written notification of withdrawal and request for refund must be given to the Department Head and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

14 days or more before the first lesson, then 100% of the tuition is refunded.

Less than 14 days before the first lesson, a \$100 withdrawal fee will be charged.

On the day of or after the first lesson, but before the day of the second lesson, the student will be charged 10% of the annual tuition.

After the second lesson but before the day of the third lesson, the student will be charged 15% of the annual tuition.

After the third lesson, but before the day of the fourth lesson, the student will be charged 20% of the annual tuition.

After the fourth lesson, but before the day of the fifteenth lesson, then the student will be charged 50% of the annual tuition.

After the fifteenth lesson, then the student will be charged 100% of the annual tuition.

There is no tuition refund for students who enrolled after the school year started and received prorated tuitions.

ADULT DEPARTMENT 2008-2009

Adult Individual Instruction and Weekly Ensemble Classes

FEES: Students may apply on a per semester basis, or for the full school year. There is a non-refundable, nondeductible \$60 application fee and \$100 tuition deposit for Adult Individual Instrumental or Vocal Instruction, per student, per year. There is a non-refundable \$30 application fee for older adults (age 60 and over) for Adult Individual Instrumental or Vocal Instruction, per student, per year. There is no application fee for Adult Ensemble Classes. No student may apply if any member of his or her family has an outstanding balance with the School.

TUITION: Students may enroll either on a per semester basis, or for the full school year of individual instrumental or vocal instruction or classes commencing in September 2008. Diller-Quaile's school year is a 30-week program. A semester is 15 weeks in length. Students register during the spring and early summer months for the school year or for the first semester beginning that fall. Students can register in December 2008 for the second semester. If enrolling for the school year, the first half of tuition is due on September 15, 2008 and the second half is due on January 15, 2009. If enrolling on a semester basis, tuition is due in advance of the semester. Tuition for the first semester is due September 15, 2008 and tuition for the second semester is due January 15, 2009. If a student is registered after August 15th, but before the first week of classes, then the first tuition payment is due within 30 days of the date of the invoice, and the second tuition payment is due January 15, 2009.

Tuition is prorated for students enrolling after the school year or the semester has started. If a student enrolls after the first week of lessons/classes but before January 15, 2009, tuition is payable in two equal payments. The first half of tuition is due prior to the first lesson/class, and the second half is due on January 15, 2009. If a student enrolls after January 15, 2009, then the total prorated tuition is due prior to the first lesson/class.

WITHDRAWALS AND REFUNDS: Informing the teacher of intent to withdraw or absenteeism is not considered notice of withdrawal. Written notification of withdrawal and request for refund must be given to the Department Head and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

Adult Individual Instrument and Vocal Instruction:

14 days or more before the first lesson, then 100% of the tuition is refunded.

Less than 14 days before the first lesson, a \$100 withdrawal fee will be charged.

On the day of or after the first lesson, but before the day of the second lesson, the student will be charged 10% of the annual tuition.

After the second lesson but before the day of the third lesson, the student will be charged 15% of the annual tuition.

After the third lesson, but before the day of the fourth lesson, the student will be charged 20% of the annual tuition.

After the fourth lesson, but before the day of the fifteenth lesson, the student will be charged 50% of the annual tuition.

If a student is enrolled for the full school year and notification is received on or after the fifteenth lesson, the student will be charged 100% of the annual tuition.

There is no tuition refund for students who enrolled in individual instruction after the school year started and received prorated tuitions.

Adult Weekly Ensemble Classes:

14 days or more before the first class, then 100% of the tuition is refunded.

Less than 14 days before the first class, a \$60 withdrawal fee will be charged.

On the day of or after the first class, but before the day of the second class, the student will be charged for the first class and a \$60 withdrawal fee.

After the second class, but before the day of the third class, the student will be charged for two classes and a \$60 withdrawal fee.

After the third class, but before the day of the fourth class, the student will be charged for three classes and a \$60 withdrawal fee.

After the fourth class, but before the day of the fifteenth class, the student will be charged 50% of the annual tuition.

If a student is enrolled for the full school year and notification is received on or after the fifteenth class, the student will be charged 100% of the annual tuition.

There is no tuition refund for students who enrolled in ensemble classes after the school year started and received prorated tuitions.

Adult Chamber Music Workshops

REGISTRATION: Adults must register and submit payment at least 14 days or more before the date of the workshop. No late registration will be accepted.

WITHDRAWALS AND REFUNDS: Written notification of withdrawal and request for refund must be received by the Coordinator at least 14 days or more prior to the date of the workshop. A full refund will be issued if notification is received at least 14 days prior to the date of the workshop. If written notification is received with less than 14 days prior to the date of the workshop, there is no refund.

TEACHER TRAINING DEPARTMENT 2008-2009

Elements of Music: An Approach to Pedagogy and Piano Pedagogy

FEES: There is a non-refundable \$60 application fee per student, per year. No student may apply if any member of his or her family has an outstanding balance with the School.

TUITION: Students enroll for a full school year of classes commencing in September 2008. Diller-Quaile's school year is a 30-week program. Tuition is paid to the School in two equal payments. The first

half of tuition is due on September 15, 2008 and the second half is due on January 15, 2009. If a student has registered after August 15th, but before the first week of classes, the first half of tuition is due within 30 days of the date of the invoice, and the second half of tuition is due January 15, 2009.

Tuition is prorated for students enrolling after the school year has started. If a student enrolls after the first week of classes but before January 15, 2009, tuition is payable in two equal payments. The first half of tuition is due prior to the first class, and the second half is due on January 15, 2009. If a student enrolls after January 15, 2009, then the total prorated tuition is due prior to the first class.

WITHDRAWALS AND REFUNDS: Informing the Instructor of intent to withdraw or absenteeism is not considered notice of withdrawal. Written notification of withdrawal and request for refund must be given to the Instructor and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

14 days or more before the first class, then 100% of the tuition is refunded.

Less than 14 days before the first class, a \$60 withdrawal fee will be charged.

On the day of or after the first class, but before the second class, the student will be charged for the first class and a \$60 withdrawal fee.

After the second class, but before the third class, the student will be charged for two classes and a \$60 withdrawal fee.

After the third class, but before the fourth class, the student will be charged for three classes and a \$60 withdrawal fee.

After the fourth class, but before the sixteenth class, the student will be charged 50% of the annual tuition.

After the sixteenth class, the student will be charged 100% of the annual tuition.

The Dalcroze Program

FEES: There is a non-refundable \$60 application fee per student, per year. No student may apply if any member of his or her family has an outstanding balance with the School.

TUITION: Students enroll in Dalcroze classes on a per semester basis. A semester is 15 weeks in length. Tuition is due to Diller-Quaile prior to the first class of the semester. Tuition is prorated for students enrolling after the semester has started. If a student enrolls after the first class of the semester, the prorated tuition is due prior to the first class attended.

WITHDRAWALS AND REFUNDS: Informing the Instructor of intent to withdraw or absenteeism is not considered notice of withdrawal. Written notification of withdrawal and request for refund must be given to the Instructor and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

14 days or more before the first class of the semester, then 100% of the tuition is refunded.

Less than 14 days before the first class, a \$60 withdrawal fee will be charged.

On the day of or after the first class of the semester, but before the second class, the student will be charged for the first class and a \$60 withdrawal fee.

After the second class of the semester, but before the third class, the student will be charged for two classes and a \$60 withdrawal fee.

After the third class, but before the fourth class, the student will be charged for three classes and a \$60 withdrawal fee.

After the fourth class, but before the fifteenth class, the student will be charged 100% of the semester's tuition.

There is no tuition refund for students who enrolled after the semester started and received prorated tuitions.

Alexander Technique

APPLICATION: There is a non-refundable \$60 application fee per student, per year. No student may apply if any member of his or her family has an outstanding balance with the School.

TUITION: Students enroll in Alexander Technique lessons on a per semester basis. A semester is 15 weeks in length. Tuition is due to Diller-Quaile prior to the first lesson of the semester. Tuition is prorated for students enrolling after the semester has started. If a student enrolls after the first lesson of the semester, the prorated tuition is due prior to the first lesson.

WITHDRAWALS AND REFUNDS: Informing the Instructor of intent to withdraw or absenteeism is not considered notice of withdrawal. Written notification of withdrawal and request for refund must be given to the Instructor and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

14 days or more before the first lesson of the semester, then 100% of the tuition is refunded.

Less than 14 days before the first lesson, a \$60 withdrawal fee will be charged.

On the day of or after the first lesson of the semester, but before the second lesson, the student will be charged for the first lesson and a \$60 withdrawal fee.

After the second lesson of the semester, but before the third lesson, the student will be charged for two lessons and a \$60 withdrawal fee.

After the third lesson, but before the fourth lesson, the student will be charged for three lessons and a \$60 withdrawal fee.

After the fourth lesson, but before the fifteenth lesson, the student will be charged 100% of the semester's tuition.

There is no tuition refund for students who enrolled after the semester started and received prorated tuitions.

Early Childhood Music Level I and Level II (Outreach Teacher Training)

FEES: Students enroll in Early Childhood Level I and Level II classes on a per semester basis. A semester is 15 weeks in length. The fee is a materials fee charged on a semester basis and is due to Diller-Quaile within 30 days after the first class of the semester.

WITHDRAWALS AND REFUNDS: Informing the Instructor of intent to withdraw or absenteeism is not considered notice of withdrawal. Written notification of withdrawal and request for refund must be given to the Instructor and Registrar. Refund of the materials fee paid to Diller-Quaile can only occur if the materials have been returned to the Instructor.