

GENERAL POLICIES AND INFORMATION

2009-2010

ACCESSIBILITY: The School facility is an Americans with Disabilities Act compliant building. There is a ramp leading up to the front door, an elevator that serves all of the programmable floors, and a lift to the 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 pick him/her up promptly at the classroom. Students ten years of age and younger must be supervised by parents or guardians while they are waiting for classes and/or lessons to begin.

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 \$40 fee for an extended payment plan, which is due to the School when the request for the extended payment plan is acknowledged and approved by the School. The annual tuition is divided equally over nine months (September through May) or over the number of months remaining in the academic year if the tuition is prorated. Monthly payments are due on the 1st of each month. Any requests for an extended payment plan must be arranged in writing with the Registrar by September 1, 2009 or prior to the first lesson or class if the student enrolls after September 1, 2009. 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 2009-2010 school year.

FINANCIAL ASSISTANCE: The School administers a financial assistance program for families or adult students with limited financial means. 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. All financial aid recipients will automatically be enrolled in the extended payment plan with the plan fee waived.

Financial Aid awards are based on proven need as documented on the Financial Aid Application Form accompanied by an income tax return, W-2 form, or last three consecutive paychecks for both parents or guardians. Priority is given to returning students and students who apply by the following dates:

- Returning Early Childhood students receiving financial aid during the 2008-2009 school year, or new Early Childhood financial aid applicants enrolling prior to May 1, 2009 must submit all required

documentation by May 5, 2009; or by September 1, 2009 if the student is enrolled on or after May 1, 2009.

- Returning Instrumental and Vocal students receiving financial aid during the 2008-2009 school year, or returning Instrumental and Vocal students applying for financial aid for the first time, must submit all required documentation by June 1, 2009.
- New Instrumental and Vocal applicants attending the spring Information Sessions, interviewing in June, and applying for financial aid, must submit all required documentation by June 19, 2009.
- New Instrumental and Vocal applicants attending the September Information Session and interviewing in September must submit all required documentation by September 15, 2009.

Based upon the financial information presented on the financial aid form and verified in the supporting documentation, requests for financial assistance are evaluated by the Business Office and approved by the Executive Director. As a result of the evaluation, award amounts are allocated within the available and budgeted resources of the School. The School will begin notifying Early Childhood financial aid applicants in June and Instrumental and Vocal financial aid applicants in August. Please contact the Bookkeeper to request a Financial Aid Application Form.

LATE PAYMENT: A late payment charge of 2% on any overdue balance, per month, will be assessed on accounts that are 30 days or more in arrears. If an account is 60 days or more delinquent, The Diller-Quaile School of Music may advise parents that their child or children will not be permitted to attend classes or may be dismissed from the School until the account is placed on a current basis. Parents will be notified by the Business Office. Further, Diller-Quaile retains the right to collect the full unpaid tuition balance even if the child is not attending classes or is dismissed due to non-payment of tuition.

MISSED LESSONS AND MISSED GROUP CLASSES: Individual lessons missed due to teacher absences or unscheduled school closings will be made up at the earliest possible date. The School is unable to provide make-up lessons and classes due to student absences.

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.

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

PHOTOGRAPHY RELEASE: By registering for lessons and/or classes, or by participating in Diller-Quaile programs, or 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 for publicity purposes, and to illustrate Diller-Quaile programs. These images will not be distributed, sold, or used beyond Diller-Quaile's promotional activities.

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 closings. The School will arrange make-up days for unscheduled closings.

STROLLERS: Strollers are not permitted in the elevator or on floors 2-5, and must 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.

TUITION DISCOUNTS: If three or more members of one family (adults and/or children) are enrolled in individual lessons or group classes, 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

2009-2010

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

ENROLLMENT CONTRACT: A signed enrollment contract must be received for each child. For signed contracts due by September 1, 2009, parents or guardians acknowledge their obligation to pay the full tuition amount for their child by September 1, 2009. For signed contracts due after September 1, 2009, full tuition is due to the School by the child's first class as specified in the contract.

TUITION: Students generally enroll for a 30-week academic year of Early Childhood classes commencing in September 2009. The first round of enrollment contracts will be mailed in mid-March. Tuition is paid to the School in two installments: 50% of tuition payable by April 17, 2009, and 50% by September 1, 2009. If the signed contract is due after April 17, 2009, then 60% of tuition is due as specified in the contract and 40% is due by September 1, 2009. If a student enrolls after September 1, 2009, full tuition is due as specified in the contract. For any student starting after the first week of school, a prorated tuition is applied and due in full with the signed contract prior to the student's first class.

LATE PAYMENT: Failure to make the first payment by the due date set forth in the contract may result in losing a place in the class. If the second payment is not made by the specified due date, the School's late payment policy will apply.

WITHDRAWALS AND REFUNDS: Written notification with reason for withdrawal should be submitted to the Early Childhood Head of Admissions. Please note that informing the teacher of intent to withdraw – or absenteeism – is not considered notice of withdrawal. In rare cases, a withdrawing family may be granted a prorated tuition refund minus a \$200.00 withdrawal fee. No tuition refunds will be granted after January 15, 2010.

INSTRUMENTAL AND VOCAL DEPARTMENT

2009-2010

FEES: There is a non-refundable, non-deductible \$60 application fee per new or returning student, per year. No application will be processed and no lesson or class will be scheduled until the \$60 fee is received. There is a non-refundable, non-deductible \$100 Senior Recital Fee due October 1, 2009 (in addition to the \$60 application fee) for each student performing a senior recital. No returning student may apply if any member of his or her family has an outstanding balance with the School.

ENROLLMENT CONTRACT: A signed enrollment contract must be received for each student 18 years of age or younger. For signed contracts due by September 7, 2009, parents or guardians acknowledge their obligation to pay 50% of the tuition for their child by September 7, 2009, and 50% of the tuition by December 1, 2009. For signed contracts due after September 7, 2009, parents or guardians acknowledge their obligation to pay 50% of the tuition before their child's first lesson or class, and 50% of the tuition by December 1, 2009.

TUITION: Students generally enroll for a full school year of individual instrumental or vocal instruction and/or group classes commencing in September 2009. 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. If a student enrolls on or after December 1, 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 Instrumental and Vocal Department Head and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

Individual Instrument and Vocal Instruction:

- 14 days or more before the first lesson, tuition paid will be refunded minus a \$100 withdrawal fee.
- Less than 14 days before the first lesson, a \$200 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 20% of the annual tuition.
- After the third lesson, but before the day of the fourth lesson, the student will be charged 30% of the annual tuition.

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

Class-Only Instruction:

- 14 days or more before the first class, tuition paid will be refunded minus a \$100 withdrawal fee.
- Less than 14 days before the first class, a \$125 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 15% of the annual tuition.
- After the second class but before the day of the third class, the student will be charged 20% of the annual tuition.
- After the third class, but before the day of the fourth class, the student will be charged 30% of the annual tuition.
- After the fourth class, but before the day of the fifth class, the student will be charged 50% of the annual tuition.
- After the fifth class 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 2009-2010

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, non-deductible \$60 application fee for Adult Individual Instrumental or Vocal Instruction, per student, per year. There is a non-refundable, non-deductible \$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.

ENROLLMENT CONTRACT: A signed enrollment contract must be received for each adult student enrolled in individual instrumental or vocal instruction. Adult students acknowledge their obligation to pay the tuition as specified in the contract by the due date(s) set forth in the contract.

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 2009. 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 full school year, first semester or second semester. Students may register in the fall and January for the second semester. If

enrolling for the full school year, the first half of tuition is due on September 15, 2009 and the second half is due on January 15, 2010. If enrolling on a semester basis, tuition is due in advance of each semester: tuition for the first semester is due September 15, 2009; tuition for the second semester is due January 15, 2010. If a student registers for a full year of lessons or classes after August 15, but before the first week of classes in the fall, then the first tuition payment is due before the first lesson and the second tuition payment is due January 15, 2010.

Tuition is prorated for students enrolling after the semester or school year has started. If a student enrolls for more than 15 weeks of lessons or classes after the first week of lessons/classes have begun but before January 15, 2010, 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, 2010. If a student enrolls after January 15, 2010, 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 Instructor and Registrar. Refunds for withdrawals will be made when written notification is received as follows:

Adult Individual Instrument and Vocal Instruction, Full Year Enrollment, Lesson-Only Registration:

- 14 days or more before the first lesson, tuition paid will be refunded minus a \$100 withdrawal fee.
- Less than 14 days before the first lesson, a \$200 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 15% of the annual tuition.
- After the second lesson but before the day of the third lesson, the student will be charged 20% of the annual tuition.
- After the third lesson, but before the day of the fourth lesson, the student will be charged 30% of the annual tuition.
- After the fourth lesson, but before the day of the fifth lesson, the student will be charged 50% of the annual tuition.
- After the fifth lesson 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 Individual Instrument and Vocal Instruction, Semester Enrollment, Lesson-Only Registration:

- 14 days or more before the first lesson of the semester, tuition paid will be refunded minus a \$100 withdrawal fee.
- Less than 14 days before the first lesson, a \$125 withdrawal fee will be charged.
- On the day of or after the first lesson of the semester, but before the day of the second lesson, the student will be charged for the first lesson and a \$100 withdrawal fee.
- After the second lesson of the semester, but before the day of the third lesson, the student will be charged for two lessons and a \$100 withdrawal fee.
- After the third lesson, but before the day of the fourth lesson, the student will be charged for three lessons and a \$100 withdrawal fee.

- After the fourth 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.

Adult Weekly Ensemble Classes, Full Year (30 weeks) and Semester Enrollment (15 weeks):

- 14 days or more before the first class, tuition paid will be refunded minus a \$100 withdrawal fee.
- Less than 14 days before the first class, a \$100 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 \$100 withdrawal fee.
- After the second class, but before the day of the third class, the student will be charged for two classes and a \$100 withdrawal fee.
- After the third class, but before the day of the fourth class, the student will be charged for three classes and a \$100 withdrawal fee.
- After the fourth class, but before the day of the fifth 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 the day of or after the sixteenth 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 *only* if notification is received at least 14 days prior to the date of the workshop.

TEACHER TRAINING DEPARTMENT 2009-2010

Elements of Music: An Approach to Pedagogy and Piano Pedagogy

FEES: There is a non-refundable, non-deductible \$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 2009. 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, 2009 and the second half is due on January 15, 2010. If a student has registered after August 15,

but before the first week of classes, the first half of tuition is due by the first class and the second half of tuition is due on January 15, 2010.

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, 2010, 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, 2010. If a student enrolls after January 15, 2010, 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 \$100 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 \$100 withdrawal fee.
- After the second class, but before the third class, the student will be charged for two classes and a \$100 withdrawal fee.
- After the third class, but before the fourth class, the student will be charged for three classes and a \$100 withdrawal fee.
- After the fourth class, but before the day of the fifth class, the student will be charged 50% of the annual tuition.
- On or after the sixteenth class (the start of the second semester), the student will be charged 100% of the annual tuition.

The Dalcroze Program

FEES: There is a non-refundable, non-deductible \$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 \$100 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 \$100 withdrawal fee.
- After the second class of the semester, but before the third class, the student will be charged for two classes and a \$100 withdrawal fee.
- After the third class, but before the fourth class, the student will be charged for three classes and a \$100 withdrawal fee.
- After the fourth 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, non-deductible \$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.

ENROLLMENT CONTRACT: A signed enrollment contract must be received for each adult student enrolled in Alexander Technique instruction. Adult students acknowledge their obligation to pay the tuition as specified in the contract by the due date(s) set forth in the contract.

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. Tuition paid will be refunded minus a \$100 withdrawal fee.
- Less than 14 days before the first lesson, a \$125 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 \$100 withdrawal fee.
- After the second lesson of the semester, but before the third lesson, the student will be charged for two lessons and a \$100 withdrawal fee.
- After the third lesson, but before the fourth lesson, the student will be charged for three lessons and a \$100 withdrawal fee.
- After the fourth 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.