



CHAPEL HILL SCHOOL OF  
**MUSICAL ARTS**

# STUDENT HANDBOOK

EVERYTHING YOU NEED TO KNOW  
TO HAVE A GREAT MUSICAL YEAR!

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(919) 960-6898

## BASIC INFORMATION

### Chapel Hill School of Musical Arts (CHSMA)

1829 E Franklin St, Unit 500  
Chapel Hill NC 27514  
info@chsma.com (Reception Desk)  
(919) 960-6898

chsma.com  
facebook.com/ChapelHillSchoolOfMusicalArts

### Your Teacher's Email

(first initial)(last name)@chsma.com

### Office Hours

Monday - Friday: 12:00 PM to 9:00 PM  
Saturday: 9:00 AM to 4:00 PM

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## MUSIC EDUCATION PROGRAM

CHSMA offers a well-rounded music education with an emphasis on 1:1 instruction. Students may enroll at any time or withdraw at any time with 30 days written notice. Monthly tuition covers the following services over 12 months:

- 43 private lessons with a highly qualified instructor.
- 3 Studio Classes. Studio Classes provide students with the opportunity to practice performing, participate in group learning activities, develop special skills and interact with their peer musicians.
- Professionally managed Recitals twice a year (November and May).
- Free access to CHSMA's Special Events.

## ANNUAL SCHEDULE and HOLIDAY OBSERVATION

CHSMA is closed for 6 weeks each year on the following schedule for 2021/22:

- FALL BREAK: November 22nd - 27th, 2022
- WINTER BREAK: December 21st, 2022 - January 3rd, 2023
- SPRING BREAK: April 2nd- April 8th, 2023
- SUMMER BREAK: June 27th - July 8th, 2023
- FALL BREAK: November 22nd - 27th, 2022
- WINTER BREAK: December 21st, 2022 - Jan 3rd, 2023
- LABOR DAY AND MEMORIAL DAY: CHSMA is closed on Labor Day and Memorial Day. Both Summer and Fall Break begin on Tuesdays to ensure all students have the same amount of lessons each year.

CHSMA will have 3 STUDIO CLASS WEEKS on the following schedule for 2022:

- February 19th - 25th, 2023
- April 30th - 6th, 2023
- October 16th - 22nd, 2022

## CHSMA POLICIES

### ENROLLMENT AND PAYMENT

Contact Information	CHSMA must be kept informed with the student's current mailing address, preferred phone number and regularly-checked email address. <b>CHSMA communicates primarily through email</b> and does not share or sell student information without outside entities.
Payments	Lessons are paid in advance on a monthly basis by automatic debit (Visa/Mastercard/Discover). CHSMA retains the right to suspend services in case of declined transactions or late payment until the account is made current. Declined transactions may result in a \$35.00 collection fee.

Withdrawals	CHSMA requires a 30 days notice sent by email to <a href="mailto:admin@chsma.com">admin@chsma.com</a> . <b>These are the only forms of withdrawal notice accepted.</b> If the final lesson occurs mid-billing cycle, the last month's payment will be prorated. Final payments are calculated from the date we've officially received notice of withdrawal. We encourage students to take all of the lessons they have paid for.
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## INSTRUCTION AND PERFORMANCE

Observing Lessons	Parents are welcome to sit in and observe their child's lesson. In the case of very young students, parents may be required to attend the lesson with their child. Observance of studio classes depends on teacher permission and the size of the class.
Rehearsals & Musical Theatre Classes	The classes and most rehearsals for our Musical Theatre productions may have different policies regarding observation. Please speak with the individual teacher for their policy. These classes are an additional charge/not covered under the standard cost of tuition.
Recital Participation	Students must arrive 30 minutes before the start of the performance and stay through the duration. We do not provide make-ups for recitals.

## SCHEDULING, CANCELLATIONS AND MAKE-UPS

Make-up Lesson Policy	Students are guaranteed one make-up lesson between January - June and one between July - December. Guaranteed make-up lessons cannot be banked for later use in another period, transferred or exchanged. Make-ups beyond the two guaranteed per year are up to the discretion of the teacher and his/her availability. Lesson cancellations initiated by the instructor or school are always made up and do not count as student-initiated absences. —We do not provide make-ups or credit for missed studio classes or recitals.
Notification of Lateness or Absence	Students must notify their teacher or the office if they are running late or will not be able to make their scheduled lesson. If the teacher has been notified that the student is running late by their scheduled lesson start time, they will provide a lesson in the remaining time. Lesson time will not be extended. If a student wishes to take a lesson online rather than be absent, please let the teacher know so they can accommodate the request.
No-Show	Students arriving more than 15 minutes late without prior notice will be considered a "no show" and the lesson will be canceled. If the student has already used their one guaranteed make-up lesson, no make-up will be given for the no-show.
Summer Leave Requests	Students may request up to 4 weeks of "leave" from mid-June through the end of August to accommodate summer activities. CHSMA will prorate billing for these dates if they are received no later than May 31st.
Severe Weather	CHSMA may suspend in-person instruction due to severe weather, but makes this decision independently of local public schools. In the event of an unanticipated closure, students will be notified by email. Our website and phone message will be updated by 10AM when we close for the day. In case of notification from the

	Emergency Broadcast System, staff will direct everyone in the building to stop lessons/classes and follow instructions to either take shelter or evacuate. LESSONS WILL BE STILL BE OFFERED ONLINE AT THEIR SCHEDULED TIMES even if the building is closed.
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#### MISC.

Photo Policy	CHSMA uses photographic and electronic images of its functions and activities for purposes of record keeping and general publicity. CHSMA does not use the names of our students in any publication without a signed special release. Students/Parents who have opted out of any photography are responsible for removing themselves from the area in which the photographing/recording is occurring, or notifying the camera person on site of their opt out status. CHSMA staff will always respect on-site requests to not photograph or record a specific person.
Lost and Found	Lost and found items are kept at the Main Office for a period up to 7 days. Unclaimed items may be disposed of at that time. We do not retain perishable items or disposable food/beverage containers.
Food & Drink at Facility	Food and beverages (besides water) may not be consumed inside the building (including waiting areas and studios). A water fountain is onsite. We provide outdoor seating on our covered porch for your convenience. Please throw all food-related trash into the bin provided on the covered porch.
Smoking at Facility	CHSMA is a smoke-free zone. Smoking or vaping is not allowed within 50 feet of any door, window, or source of ventilation for the school.
Studio Use	Students may not go into studios or the classroom without teacher or administrative permission given in each specific instance. If the student is a minor, they must have an adult in the room with them.
Unattended Children	CHSMA does not provide child supervision outside of lesson or class time. Students may not be dropped off/picked up more than 15 minutes before/after their lesson. Children may not be left on the premises while unsupervised by an adult. We ask that parents of young children be in visual contact with their child at all times while waiting.

### ADDENDUM: OPERATIONS DURING COVID-19 PANDEMIC

CHSMA has developed a pandemic plan that allows us to respond to changing CDC guidelines without interrupting services. Depending on circumstances, CHSMA will operate at one of the following levels:

#### Level 1 - No Threat/No Restrictions

- Lessons offered both in person and online as requested by the student.
- Masks and social distancing are not required.
- Indoor waiting areas fully open.
- Performances are held live/in person.

#### Level 2 - Moderate Risk/Some Restrictions

- Lessons offered both in person and online as requested by the student.
- Masks required in all public areas. Mask use in the individual studios is up to the teacher and the student to negotiate only if the student is also fully vaccinated.
- Indoor waiting areas are closed. Teachers will meet and escort students from and back to the front door.
- Performances and special events will either be in person if it can be done safely or will be offered online.

#### Level 3 - Severe Risk/Stay at Home Order

- Lessons will be provided online only.
- Performances will be recorded from home and special events will be conducted online.

We have taken the following additional precautions:

- All teachers and staff are fully vaccinated.
- We've replaced our air filters with those recommended by the CDC and have set up sanitation stations in each studio and at the front desk.

## FREQUENTLY ASKED QUESTIONS

### Where can I wait while my child takes lessons?

We provide an indoor waiting room and outdoor covered porch with free Wi-Fi access for caregivers.

### Is additional parking available?

Yes! Take the last right into the complex to find plenty of additional parking behind the building.

### Where can I buy or rent instruments?

CHSMA does not rent or sell instruments, but we're happy to direct you to one of the many places in the Triangle that do. We keep a list of area music stores that our students have worked with in the past; just ask for a copy at our reception desk!

### Where do I get materials (e.g. music books, scripts)?

Students are responsible for purchasing their own books and scripts. These can be found affordably in local music stores and online stores like amazon.com.

## COMMUNICATING WITH YOU

### MONTHLY NEWSLETTER

CHSMA produces a monthly electronic newsletter during the first week of each month. We highly encourage you to look for and read these monthly bulletins as they are our primary way to communicate routinely updated program information. This information includes:

- The month's calendar in detail
- New faculty and class announcements
- Instructions for participating in special events
- Important upcoming deadlines
- Frequently asked questions

Information included in the newsletter is also available on our website.

### BULLETIN BOARD

Be sure to check our bulletin board in the lobby when you come by each week for updated announcements and information. CHSMA is happy to post a flyer for our student's performances in the community - just speak to us at the front desk!

### ELECTRONIC AND SOCIAL MEDIA

- **Website:** You can access an updated events calendar at any time on our website at: <http://www.chapelhillschoolofmusicalarts.com/events/>
- **Social Media:** Access announcements as they become available, read curated articles about music and participate in contests on our social media pages:

