



CHAPEL HILL SCHOOL OF
MUSICAL ARTS
919-960-6898  chsma.com

STUDENT HANDBOOK

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

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1829 EAST FRANKLIN STREET
CHAPEL HILL, NC 27514

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(919) 960-6898

BASIC INFORMATION

Chapel Hill School of Musical Arts (CHSMA)

CHAPEL HILL LOCATION
1829 E Franklin St, Unit 500
Chapel Hill NC 27514

CARRBORO LOCATION
300- G East Main Street
Carrboro, NC 27510

(919) 960-6898
reception@chsma.com
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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Our Mission

At Chapel Hill School of Musical Arts (CHSMA), we are dedicated to unlocking the musical potential within every student, from beginner to advanced, in a nurturing and inspiring environment. Our highly skilled faculty and comprehensive programs cultivate creativity, foster personal growth, and instill a lifelong passion for music. We believe that music is a powerful force—one that connects people across all walks of life, and through it, we can inspire positive change and help build a better world.

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. No regularly scheduled lessons take place during studio class week.
- 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 2024/25:

- FALL BREAK: November 26th - 30th, 2024
- WINTER BREAK: December 22nd, 2024 - January 4th, 2025
- SPRING BREAK: March 30th - April 5th, 2025
- SUMMER BREAK: June 24th - July 5th, 2025
- 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 2024/25:

- October 13th - 19th, 2024
- January 26th - February 1st, 2025
- April 27th - May 3rd, 2025

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. CHSMA communicates primarily through email and does not share or sell student information without outside entities.
Payments	<p>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.</p> <p>In the event that unique circumstances prevent payment via automatic debit, CHSMA requires a deposit equivalent to one month's tuition to continue enrollment in lessons. This deposit will be applied to the final month of instruction at CHSMA upon the student's departure from the school.</p>
Withdrawals	CHSMA requires a 30 days notice sent by email to admin@chsma.com . 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.

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.
Broadway in Concert and other 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. To support our performers and maintain a focused recital environment, we kindly ask that all attendees stay through the duration of the performance. 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
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	missed studio classes or recitals. In cases where in-person make-up lessons are not possible, students can request an online make-up at the teacher's discretion.
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 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. 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.
Urgent Information	For urgent updates, such as weather-related closures, we will communicate via email or text alerts to ensure you receive timely information.

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. If you prefer to opt out of photography or recording in advance, please notify us via email, and we will ensure your request is documented. 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.

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.

If a student is unwell and cannot attend a lesson in person—can they request an online lesson instead? Should they stay home?

If you or your child is unwell but able to attend a lesson virtually, please inform their teacher as soon as possible to arrange an online lesson.

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.chapelhillsschoolofmusicalarts.com/events/>
- **Social Media:** Access announcements as they become available, read curated articles about music and participate in contests on our social media pages:

ADD QR CODES TO SOCIAL MEDIA AND GOOGLE HERE!!!

CONCLUSION

We look forward to nurturing the musical journey of every student and creating meaningful connections through music. Should you have any questions, our team is here to help. Together, let's inspire creativity, foster growth, and build a better world through the power of music.

Stay Connected With All the Exciting Updates at CHSMA—

Follow Us On Social Media!



INSTAGRAM



FACEBOOK