

# GENERAL INFORMATION

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## How Can I Register?

There are several ways to register for classes. Payments accepted by Credit Card, Check, and Cash.

**Online registration:** Online registration is now available on the Beck Center website. Students and their families who have recently taken classes at the Beck Center already have an account on the ActiveNet class registration system. If you have not received your login ID and password through email, please call Customer Service at (216) 521-2540 x10) to verify your login and receive a password. It is important that you do not add a duplicate record in the system for your family.

**In Person:** Register at the Beck Center Customer Services Desk Monday through Thursday 9:00 AM - 8:00 PM, and Friday and Saturday from 9:00 AM - 5:00 PM. Private music instruction may be scheduled by contacting the Music Office directly at 216.521.2540 x17.

**Phone:** To register for private lessons, call 216.521.2540 x17. For all other classes, call 216.521.2540 x10. Tuition must be paid in full by credit card (Visa, MasterCard, or Discover).

**Mail:** Send the enclosed registration form and full payment (check, Visa, MasterCard, Discover, or money order) to: Class Registration, Beck Center for the Arts, 17801 Detroit Avenue, Lakewood, OH 44107.

## Registration Policies and Fees

### General Class Registration

Classes fill up quickly. Register early to guarantee the student's place in the class.

**Tuition:** Payment in full must accompany all class registrations unless a payment schedule has been approved in advance. Students whose tuition is past due may not register for classes in the following sessions.

**Confirmations:** Beck Center does not mail confirmation of class registrations. We contact you only if a class is filled or cancelled. If you do not hear from us, attend the class as scheduled.

**Cancelled/Missed Classes:** Class make-ups are given only when the teacher cancels an entire class. Your notification of your inability to attend a class is a courtesy to the teacher, but we regret we cannot excuse you from payment of the class for which you have contracted.

**Late Registration:** When space permits, late registrations will be accepted at full cost.

**Refunds/Credits for Low Enrollment/ Class Cancellation:** Classes may be cancelled if enrollment does not meet predetermined minimums. In the case of class cancellation the student/family will be contacted by a member of Beck Center's staff who will assist in moving the student to another class, placing fees paid as credit on account for future use or refunding the full amount of the class.

**Refunds/Credits for Student Withdrawal:** Refunds for class tuition (less a \$10 processing fee) will be given only when a student withdraws from a class at least seven days prior to the first day of class. If a cancellation is received after that date but before the first day of the class, the credit for tuition will be applied to the student's account (less materials/book fees) for future class selections. Credits on accounts are valid for one year from the date of credit.

**Registration:** Must be made prior to first lesson. Tuition and fees are due at that time. Registration can be made by phone at 216.521.2540 x17 with payment by credit card. Lessons are prorated after the session begins.

**Cancellations/Absences:** Contracting for private instruction obligates a student for the entire semester or agreed upon number of lessons. All lessons must be paid for whether taken or missed. Beck Center does not require instructors to make up student's missed lessons. In the event the instructor cancels a lesson, a make-up will be offered or a fee adjustment will be made. Please notify your instructor 24 hours before a planned absence. Please contact Beck Center if an emergency arises causing you to miss a lesson.

**Accompanist Fees (when applicable):** The student/family is responsible for payment of any accompanist fees. If needed, Beck Center may assist the student/family in finding an appropriate accompanist.

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# GENERAL INFORMATION continued

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**Financial Assistance** Financial assistance is available for students up to 18 years of age. Financial assistance is available for on a limited basis for private music lessons or creative arts therapies sessions. To apply for financial assistance, call 216.521.2540 x12, or stop by Customer Service to pick up an application. Deadline for applications is **August 15, 2014**.

Applications will be reviewed and processed in the order they are received. Financial assistance is disbursed based on need. You must apply each semester. Applications submitted after the deadline may be considered for a lesser award. Space in a class is not guaranteed until all information is reviewed and arrangements are made for payment of class fees.

**Payment Plan** Parents or guardians may request to be enrolled in a tuition payment plan for a fee. Fifty percent (50%) of the tuition will be due on registration with the remainder due April 1, 2014. There is a \$10 fee for a two-payment plan. If you have any questions, please contact Judi Votypka at 216.521.2540 x17 or Rennie Tisdale 216.521.2540 x28

**Accessibility** Beck Center for the Arts is wheelchair accessible.

**Liability Policy** Beck Center for the Arts assumes no liability in the event of accident or loss of personal property at any time.

**Non-Discrimination** Beck Center for the Arts does not discriminate on the basis of race, color, creed, and national or ethnic origin.

**Suspension** A student may be suspended for non-payment of fees. Instruction may be resumed when the balance is paid in full and contact made with Customer Services or the Music Office. No credits will be given for missed classes while under suspension, nor for lesson times held during this period. Before instruction continues, semester fees will be due in full.

**Disciplinary Code** A student may be suspended or dismissed for disciplinary reasons, unacceptable behavior or conduct. No refunds will be given.

**Observation of Classes/lessons/rehearsals** Individuals accompanying students to classes/lessons/rehearsals are asked to remain outside of the classroom/studio/rehearsal space during all classes/lessons/rehearsals. Faculty will periodically invite individuals to observe the class at times throughout the semester. This ensures a quality learning environment for all students with limited disruptions.

**Parking** Free parking is available during class times.

**Emergency Closings** Cancellation of classes will be announced via local Cleveland area TV and radio stations and through a recorded message at 216.521.2540.

In the event of an emergency closing, classes and lessons will not be rescheduled and tuition will not be reimbursed. Classes and lessons cancelled a second time within the same semester will be rescheduled.

**Please note** Beck Center reserves the right to change any rule, regulation, policy, class, schedule, or instructor at any time without notice. Beck Center for the Arts is a not-for-profit 501(c)3 organization.

7.15.14

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