

# New Song Music Haven (NSMH) Policies & Procedures

**CONTACT:** Kate Allen, owner: [kate@newsongmusichaven.com](mailto:kate@newsongmusichaven.com) | [newsongmusichaven.com](http://newsongmusichaven.com)

**1. Enrollment & Tuition:** Program tuition and fees vary based on what is offered. For private lessons, tuition is based on the overall instructional year or session rather than being treated as a separate "per lesson" purchase. Full payment is due before the first day of class or lessons. Installment payments are available by request. Please contact us if you would prefer to divide your tuition into three payments. If financial difficulties arise, notify us as soon as possible.

**2. Payment:** Payments must be made electronically through the New Song Music Haven website or by personal check made out to: Kate Allen, 20031 Ellisville Road, Orange, VA 22960 Memo: New Song Music Haven

**3. Attendance & Punctuality:** Students are expected to attend scheduled lessons, classes, camps, and activities consistently and arrive on time. Arriving ensures that students and/or their peers receive the full benefit of their scheduled lesson. Students should bring any required music, practice materials, instruments, or other supplies to each lesson.

**4. Student Absences & Make-Up Lessons:** We understand that illness, travel, family circumstances, and other unexpected events can arise. Please keep students home until 24 hours after fever, productive cough or digestive symptoms have subsided. Peers and instructors are directly exposed to airborne and surface germs due to the nature of classes and lessons.

**Private Lessons/Classes:** When a student is unable to attend a scheduled private lesson, please provide as much notice as possible. Make-up lessons are subject to instructor availability and are generally offered on a first-come, first-served basis. Class/session lessons unfortunately cannot be made up. Make-up lessons are not guaranteed for every absence, and **no refund or credit will be provided for a missed lesson unless otherwise agreed upon by NSMH.**

**5. Teacher/Instructor Absence:** If NSMH must cancel a scheduled lesson or activity, reasonable efforts will be made to provide a make-up opportunity or other appropriate solution to fulfill tuition paid for that day. Make-up scheduling is subject to instructor and family availability.

**6. Practice & Preparation — Private Lessons:** Regular practice is an important part of learning an instrument and making meaningful progress.

Students and families are expected to establish a practice routine that supports consistent growth. The instructor will provide guidance regarding appropriate practice expectations for each student's age, experience, and goals. Students should:

- Complete assigned practice activities.
- Bring their music and practice materials to each lesson.
- Follow practice instructions provided by the instructor.
- Ask questions when they are unsure how to practice something.
- Focus on developing musical skills and technique rather than simply playing pieces from beginning to end.

For piano students, families should have daily access to an appropriate piano or keyboard with weighted keys for home practice. When applicable, NSMH can help families determine an appropriate instrument for a student's needs and level.

**7. Communication:** Open communication between New Song Music Haven and families is encouraged and appreciated. Important announcements, schedule information, updates, etc will be sent via your email address provided below. Please notify us immediately when your information changes.

**Primary Contact:**

New Song Music Haven

**Email:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

Families are encouraged to reach out with questions, concerns, scheduling issues, or circumstances that may affect a student's participation.

**8. Program Locations:**

**Private Lessons:** Private lessons are held at [20031 Ellisville Rd, Orange, VA 22960](#). Park in the circle driveway by the house and enter through the front door. Parents are required to stay for the lessons. Public seating space is provided for your convenience.

**All Group Classes/Camps/Special Events:** At, but not limited to the following locations: **Penny Work Center at Grymes Memorial School; Christ Anglican Church, Orange, VA and Blue Ridge Art Studio, Orange, VA.**

**9. Drop-Off & Pick-Up:** Parents/guardians are responsible for making sure students arrive at and are picked up from their program according to the scheduled times and procedures without interrupting ongoing classes. Please do not drop off students significantly before the designated start time unless prior arrangements have been made. Parents/guardians should notify NSMH if someone other than the usual parent/guardian will be picking up a student, when required by the program.

**10. Safety & Student Behavior:** NSMH is committed to creating a safe, welcoming, and respectful environment for students. Students are expected to:

- Treat others with kindness and respect.
- Follow instructor and staff directions.
- Use instruments and equipment appropriately.
- Respect the facilities and property where programs are held.
- Participate safely.
- Avoid behavior that could endanger themselves or others.

If a behavior or safety concern arises, NSMH will communicate with the parent/guardian and work to address the situation. NSMH reserves the right to discontinue a student's participation when behavior creates an ongoing safety concern or substantially interferes with the learning environment.

**11. Withdrawal & Cancellation:** Families are encouraged to carefully consider their commitment before enrolling in a full session or instructional year. If a student needs to discontinue private lessons or another ongoing program, families should provide **at least one month's notice whenever possible.**

Because tuition may be based on an overall program or instructional-year commitment rather than individual lessons, refunds and credits are not automatically provided for missed lessons or early withdrawal. Any refund of prepaid tuition will be considered on a case-by-case basis and at the discretion of NSMH, subject to any applicable enrollment or payment agreement.

**12. Studio/Program Termination:** NSMH reserves the right to discontinue a student's participation when necessary due to circumstances including, but not limited to:

- Repeated or excessive absences
- Persistent failure to follow program expectations
- Unsafe or disruptive behavior
- Failure to cooperate with instructors or staff
- Circumstances that prevent the program from being an appropriate fit for the student

Whenever reasonably possible, NSMH will communicate with the parent/guardian and attempt to address concerns before ending a student's participation. Any refund for prepaid tuition will be handled according to the circumstances and at the discretion of NSMH, subject to applicable law and any separate enrollment agreement.

**13. Instruments & Personal Belongings:** Students are responsible for bringing any required instruments, music, books, practice materials, water bottles, or clothing requirements specified for their program. Students should not bring valuable or unnecessary personal belongings to lessons, classes, or camps. NSMH is not responsible for lost, damaged, or misplaced personal property except as required by law.

**14. Camps & Extended Programs:** Camp-specific information will be provided to families during registration. Depending on the program, camp policies may include additional information regarding:

- Daily schedules
- Drop-off and pick-up
- What to bring
- Clothing and footwear
- Outdoor activities
- Weather
- Food and snacks
- Allergies and dietary needs
- Medication
- Sunscreen and insect protection
- Emergency procedures
- Off-site activities, if applicable

Families are responsible for reviewing all camp-specific information before their child's participation.

**15. Policy Exceptions:** NSMH reserves the right to determine when an exception to these policies is appropriate.

**16. Parent/Guardian Acknowledgment:** I acknowledge that I have received and reviewed the NSMH Policies & Procedures. I understand that these policies are intended to establish clear expectations for students and families and to help create a positive, safe, and supportive learning environment. I understand that policies may vary by program and that NSMH may provide additional program-specific information when necessary.

**Student Name:** \_\_\_\_\_

**Parent/Guardian Name (Printed):** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_