

# ATTENDANCE POLICIES

Please read through our attendance policies carefully prior to the start of the term. Thanks in advance for your understanding regarding attendance and withdraws. Please call our Front Desk with any questions, **503-616-5967**.

## Group Class Students

### ATTENDANCE

- Students must pay for all lessons in the course, regardless of attendance.
- Families are asked to contact the Front Desk at 503-616-5967 regarding any absences as soon as possible.
- Letting your instructor know about an absence is fine but will not be considered official notification and the absence may be marked as unexcused unless the Front Desk is contacted directly and notified.
- Unfortunately, due to schedule constraints, the Youth Music Project is unable to reschedule missed classes.
- For an absence to be considered excused, notification must be given on or before the day of the missed class. Notification prior to the start of the class time is highly appreciated as it allows our instructors to plan accordingly.
- Three absences out of four consecutive classes are grounds for being withdrawn from the class without a refund for the remainder of the term.
- Students arriving more than 25 minutes past the start time for their class will be marked absent and that absence will be counted toward the three absences policy noted above.

### WITHDRAWALS, REFUNDS, & CREDITS

- Full refunds or credits are available until 24 hours before your first class of the term.
- If you withdraw at least 24 hours before your 3rd class begins, a prorated credit will be issued on your account.
- If you wish to receive a refund instead of a credit, please contact the Front Desk.
- No credit or refund will be given if your class has met 3 times or it is less than 24 hours before your 3rd class.

### CANCELLED CLASSES

- Our classes must meet minimum enrollment numbers. Youth Music Project reserves the right to cancel a class at any time.
- If your class is canceled, you will be notified and automatically issued a refund.
- In the event of a canceled class, we would love to help you find another activity.



# ATTENDANCE POLICIES

## Private Lesson Students

### ATTENDANCE

- Families are asked to contact the Front Desk at 503-616-5967 regarding any absences as soon as possible.
- Letting your instructor know about an absence is fine but will not be considered official notification and the absence may be marked as unexcused unless the Front Desk is contacted directly and notified.
- Unfortunately, due to schedule constraints, the Youth Music Project is unable to reschedule excused or unexcused private lesson absences.
- Youth Music Project will credit the prorated fee for one excused private lesson absence per term on your account.
- For an absence to be considered excused, notification must be given on or before the day of the missed lesson. Notification prior to the start of the lesson time is highly appreciated as it allows our instructors to plan accordingly.
- Three absences out of four consecutive lessons are grounds for being withdrawn from the lesson time without a refund for the remainder of the term.
- Students arriving more than 15 minutes past the start time for their private lesson will be marked absent and that absence will be counted toward the three absences policy noted above.

### WITHDRAWALS, REFUNDS, & CREDITS

- Full refunds or credits are available until 24 hours before your first lesson of the term.
- If you withdraw at least 24 hours before your 3rd lesson begins, a prorated credit will be issued on your account.
- If you wish to receive a refund instead of a credit, please contact the Front Desk.
- No credit or refund will be given if your 3rd lesson has passed or it is less than 24 hours before your 3rd class.

