



Summer
2019
POLICIES

UNIVERSITY OF HARTFORD

THE HARTT SCHOOL COMMUNITY DIVISION

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HARTT COMMUNITY DIVISION

SUMMER 2019 POLICIES

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INDEMNIFICATION

Student and parent/guardian will not hold the University of Hartford (UH), including its regents, officers, employees and volunteers, responsible for any loss or damage of personal property while attending or participating in any Hartt Community Division (HCD) program. Student and parent/guardian release, and will hold harmless and indemnify UH from and against any claim, demand, action, or judgment that student and parent/guardian or any other person ever had or may have against UH, for any loss, cost or expense (including attorney's fees) or damage or injury known or unknown, real or personal, sustained by student and parent/guardian while in attendance or participating in any HCD program. Student and parent/guardian willfully assume any physical injury risk to the student that is inherent to training. Student and parent/guardian grant consent for any HCD instructor to apply physical contact to the student for the purpose of making any technical correction that is appropriate for instruction according to accepted artistic practices. Student and parent/guardian authorize UH to obtain any medical treatment that the student needs in connection with HCD training. Student and parent/guardian will pay all or whatever amount that treatment costs and will also hold harmless and indemnify the UH from any claim, cause of action, damage, or liability arising out of or resulting from that medical treatment.

REGISTRATION, BILLING, AND PAYMENT

REGISTRATION

Students must register in order to participate in each program. A \$15 summer registration fee will be applied to any new student registration. Returning students from the previous academic year are not assessed the \$15 summer registration fee. Full tuition and applicable fees are due at the time of registration, unless otherwise specified in the program details. Registration confirms the participant's acceptance of the associated program(s) tuition and fees.

Any unpaid balance not in compliance with the program policies will be subject to the billing and collections policies of the University of Hartford. Unpaid and/or past-due balances may result in participant ejection from the program or prohibit future enrollment in HCD and University of Hartford programs.

PAYMENT OPTIONS

» **Cash** is accepted at HCD offices. Please note that the offices are unable to provide change. Do not mail cash.

» **Checks, money orders, and traveler's checks** should be made payable to *University of Hartford* and mailed to

The Hartt School Community Division
University of Hartford
200 Bloomfield Avenue
West Hartford, CT 06117

Checks returned for insufficient funds or stop payment will result in a \$25 fee. Electronic check payments can also be made at harttweb.asapconnected.com.

» **Credit cards** are accepted online; payments may be made at harttweb.asapconnected.com. VISA, MasterCard, Discover, and American Express are accepted. ****Please note that, beginning July 1, 2019, all credit card payments will be assessed a 2.75% processing fee.**

REGISTRATION, BILLING, AND PAYMENT (cont.)

The University requires that all remittances be in the form of U.S. currency and that your check/money order be payable in U.S. dollars through a financial institution with an office in the United States. Any fees charged to the University by our bank for processing checks through a foreign collection agency will become the responsibility of the student.

E-BILLING

HCD notifications of billing statements are delivered exclusively by email. Email notification will be sent to the email address indicated on the student's registration or email address on file. Please contact the office regarding any changes to this email address. Parents/students can view their account information and make payments online at harttweb.asapconnected.com. Please note that the student's login information is required. Direct e-billing questions to 860.768.4451. *We do not offer "pay as you go" billing or registration.*

DELINQUENT ACCOUNTS

Hartt Community Division reserves the right to suspend or discontinue instruction for any student who is delinquent in fulfilling financial obligations at any time. Responsible partners are obligated to pay for the number of lessons/classes scheduled at the time of suspension, plus a penalty of two classes.

COLLECTIONS

If in the judgment of the University it becomes necessary to engage the services of an attorney or collection agency to effect collection or to settle any dispute in connection with the above described default, responsible parties agree to pay attorney's fees, collection agency fees, reasonable expenses, and costs to the maximum amount allowed by Connecticut General Statutes. This contract with the University of Hartford obligates participants to pay collection expense incurred by University of Hartford should it be necessary to refer your account to an agency or attorney. Connecticut General Statutes provide for the recovery of collection expense equal to fifteen percent (15%) of the account balance at the time of payment.

REFUNDS

Registration fees as well as late, materials, audition, application, and cancellation fees are nonrefundable. Refunds will only be considered if the student account reflects a credit balance. Students must withdraw in writing in accordance with the withdrawal policies listed. Students will be responsible for the applicable tuition and penalties regardless of how much has been paid at the time of withdrawal. No refunds will be given for lessons or classes missed by students. Medical exceptions with appropriate documentation will be reviewed and considered by the registrar. No refunds or tuition credits are given unless noted otherwise here or on program-specific registration materials.

WITHDRAWAL

All requests for withdrawal must be submitted in writing to the registrar and made by the parent, guardian, or adult student. Communication with HCD faculty and staff other than the registrar does not fulfill this requirement. Absence and/or verbal notice are not sufficient for withdrawal notification.

To withdraw, you must

- » Submit written notice to one of our offices, or
- » Email hcdbilling@hartford.edu

Withdrawal notification must include

- » Name of the student
- » Program from which the student is withdrawing
- » Reason for withdrawal
- » Name of the parent, guardian, or adult student who is requesting the withdrawal on the student's behalf

» Date of withdrawal

Withdrawals and refunds are subject to HCD and University of Hartford policies, as well as the individual program policies in which the student is withdrawing. All withdrawals are subject to a \$30 cancellation charge, regardless of the date of withdrawal. Registration fees as well as late, materials, audition, application, and cancellation fees are nonrefundable. See the refunds section of these policies for more information. Absence does not constitute withdrawal from the program. *Registration constitutes agreement to pay tuition in full (regardless of how much has actually been paid).*

CONDUCT

Our mission is to enrich lives through innovative and unparalleled performing arts education. Polite, respectful, and disciplined behavior is required and expected of all students. Our school respects individual differences in culture, race, ethnic origin, religion, gender, and sexual orientation. Any behavior, either verbal or physical, which disregards or demeans the self-esteem of others is unacceptable and will not be tolerated. Other examples of misconduct include, but are not limited to, theft; use of alcohol or tobacco products on the premises; physical or verbal aggression; possession, distribution, or use of illegal drugs; disrespectful behavior; or any other behavior deemed unacceptable by HCD administration. All students, their families, and their affiliates are required to conduct themselves in a collegial and cooperative manner and in compliance with applicable HCD and University policies, as well as State, Federal, and Local law. The Hartt Community Division reserves the right to discontinue services to any student, at any time, up to and including expulsion from all HCD activities. Services are subject to a pro rated refund in accordance with HCD Policies and as deemed appropriate by the Hartt Community Division.

Progressive Discipline.

1. A verbal warning is issued.
2. A written warning is documented and also filed with the department chairperson and/or administrative staff.
3. If the issue continues, the chair of the department and/or administrative staff will request a meeting with the parent/guardian to discuss a strategy for improving behavior. If there is no improvement, the student will be asked to leave the program.

NOTE: HCD may bypass progressive disciplinary action based on the severity of the behavior or infraction.

CLASS/PROGRAM CANCELLATION AND SCHOOL CLOSING

Class cancellation. HCD reserves the right to cancel or alter any class or program due to insufficient enrollment, and to close a program that has reached capacity. In the event of program cancellation, tuition and fees will be refunded to participants (provided that the student account reflects a credit-balance).

School closings. In the event that HCD must close, announcements will be made via email and website updates with details about the areas and programs affected. Individual program makeups or refunds will be determined based on the details of the closing and in conjunction with HCD and University policy.

MEDICAL WITHDRAWAL

A student who has an injury or illness that prevents the student from participating may request a medical withdrawal. Medical withdrawals require written notice from the parent, guardian, or adult student to the registrar and must be accompanied by a letter from a medical or orthopedic doctor on letterhead indicating that the student is incapacitated and is unable to participate due to medical reasons. The letter must indicate the approximate date and duration of the incapacitation. Refunds for classes missed due to the stated medical reason will be considered. Doctor's notes

REGISTRATION, BILLING, AND PAYMENT (cont.)

on prescription pads may be insufficient for purposes of withdrawal under this policy. Documentation and participation under this policy are subject to verification by the registrar. Withdrawal notifications received without medical documentation will be processed in accordance with the regular withdrawal policy and will not be considered medical withdrawals. *Medical documentation must be received by HCD within 7 days of injury/illness.*

PHOTO/VIDEO

HCD reserves the right to photograph and videotape participants for use in HCD promotions.

EMAIL

When a student provides an email address to HCD, the student/family consents to receive billing, communication, and promotional emails from HCD. The student will have the option to opt-out of communication and promotional content sent via Constant Contact, if desired.

COMPLIMENTARY/DISCOUNTED PERFORMANCE TICKET

To reserve complimentary/discounted tickets, the student/family/participant must come in person to the box office and show a University ID, or proof of registration.

If you are still waiting to receive your ID, print your invoice as proof of registration to show. Complimentary/discounted tickets are not available via phone or online. One free/discounted ticket per student (ID/proof of registration) is available for the run of the show.

Tickets for Hartt collegiate events go on sale at the beginning of each semester for events/programs during that semester (with the exception of Theater Division performances). The HCD discount is only good for Hartt collegiate events; it is not available for HCD ticketed events (i.e. dance productions).

PROGRAM-SPECIFIC POLICIES

GENERAL

No refunds will be given for classes missed by students. Attendance records and other correspondence may be referenced to determine balance or credit due. Withdrawal at any time is subject to the general withdrawal policies, as well as program-specific policies listed here and on program registration materials. No refunds or tuition credits are given unless noted otherwise here or on program-specific registration materials.

PRIVATE LESSONS

Teacher schedules vary widely during the summer. Current HCD students should consult with their teacher regarding the number of lessons. New students are admitted on a rolling basis and should consult with their teacher or the office prior to registering (some restrictions apply for Suzuki programs). Students continuing from the prior academic year do not need to pay the registration fee. Full summer tuition and applicable fees are due at the time of registration. Students will receive makeup lessons for unplanned school closures and teacher absences. Teachers are not obligated to make up lessons or classes missed by students.

Withdrawal received prior to 1st scheduled lesson: \$30 cancellation fee
Withdrawal received on or after 1st scheduled lesson: Full tuition penalty

Teacher transfers may affect this policy and applicable tuition/fees.

GROUP MUSIC CLASSES

Full summer tuition and applicable fees are due at the time of registration.

Withdrawal received more than 2 weeks prior to 1st scheduled class: \$30 cancellation fee

Withdrawal received on or after the date of 2 weeks prior to 1st scheduled class: Full tuition penalty

Policies are effective January 2, 2019. Visit/hcd for HCD's most current policies.

Please contact the Box Office at 860-768-4228 with any questions.

PARKING

HCD students and parents who park on University of Hartford property will need to register their vehicles with the Department of Public Safety. Vehicle registration is processed through the HCD office. Call 860.768.4451 or visit hartford.edu/hcd for additional information.

DISCOUNTS

Discounts cannot exceed 10% per student, with the exception of the HCD Faculty/Staff discount. This policy does not include scholarships or financial aid. Discounts will be offered in the following cases only. *Summer discounts apply only to private lessons, dance classes (excluding Summer Dance Intensive), and First Steps in Music classes.*

University faculty/staff. Faculty and staff of the University of Hartford are entitled to 10% off tuition charges for themselves, their spouse/domestic partner, and children. Faculty and staff must be on the payroll of the University of Hartford (excluding contracted services). Relationships and eligibility are subject to verification through the office of Human Resources Development.

HCD faculty/staff. Faculty and staff of the Hartt Community Division are entitled to an additional discount for themselves, their spouse/domestic partner, and children. Faculty and staff must be an immediate employee of Hartt Community Division (excluding contracted services). Relationships and eligibility are subject to verification through the HCD office. Discount amount/percentage must be confirmed through the HCD Registrar, prior to registration.

Second program/second lesson. The second program/second lesson discounts **do not** apply to summer tuition.

DANCE CLASSES

Full summer tuition and applicable fees are due at the time of registration.

Withdrawal received prior to 1st scheduled class: \$30 cancellation fee
Withdrawal received on or after 1st scheduled class: Full tuition penalty

OTHER PROGRAMS

No refunds or tuition credits are given unless noted otherwise here or on program-specific registration materials.