



*Academic Year*

**2017–18**

**POLICIES**

**UNIVERSITY OF HARTFORD**

**THE HARTT SCHOOL COMMUNITY DIVISION**

860.768.4451 • [harttcomm@hartford.edu](mailto:harttcomm@hartford.edu)

# HARTT COMMUNITY DIVISION

## ACADEMIC YEAR 2017–18 POLICIES

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## Frequently Asked Questions

### Do you offer “pay as you go” lessons/classes?

We do not offer “pay as you go” billing or registration.

### What is your withdrawal process?

We want to ensure that all families are well taken care of in the case of withdrawal. As such, 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.

## BILLING AND PAYMENT

### GENERAL

Students must register in order to participate in each program. Registration materials and applicable fees are due by the date specified on the registration form. A 10% deposit for tuition and applicable fees is due at the time of registration, unless otherwise specified in the program details. Receipt of registration materials by Hartt Community Division (HCD) confirms the participant’s acceptance of the associated program’s tuition and fees.

Bills are due 10 days after they are issued. This used to be 30 days, but has changed. Automatic credit card or e-check payments process on the day of the month they are scheduled to process.

Students are not able to enroll in additional activities while bills are outstanding. Bills that are 30 or more days old will be assessed a late fee of \$1.00 on the 15th of each month.

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.

Please review program details for deferred billing and installment information.

### 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 [www.hartford.edu/hcd](http://www.hartford.edu/hcd).
- » **Credit cards** are accepted online; payments may be made at [www.hartford.edu/hcd](http://www.hartford.edu/hcd). VISA, MasterCard, Discover, and American Express are accepted.

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

University of Hartford notifications of billing statements are delivered exclusively by email. Email notification will be sent to the email address indicated on the student’s registration form or email address on file. Please contact the office regarding any changes to this email address. Parents/students can view their account information online at [www.hartford.edu/hcd](http://www.hartford.edu/hcd). This secure site enables credit card and web-check payments. 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.

### CONDUCT

Our mission is to enrich lives through innovative and unparalleled arts education. Polite, respectful, and disciplined behavior is required and expected for 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 University policies and procedures 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 prorated refund in accordance with HCD Policies and as deemed appropriate by the Hartt Community Division.

### PROGRESSIVE DISCIPLINE

1. A verbal warning is issued to the student
2. A written warning is sent home with the child 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.

## BILLING AND PAYMENT (cont.)

### REFUNDS

Registration fees as well as late, materials, 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 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. Please review specific program withdrawal details for refund information.

### 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 [hcdbills@hartford.edu](mailto:hcdbills@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 from 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, and cancellation fees are nonrefundable. See the refunds section of these policies for more information. *Absence does not constitute withdrawal from the program. A signed registration form constitutes agreement to pay tuition in full (regardless of how much has actually been paid).*

### 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 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 date of injury/illness.

### 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.

### DELINQUENT ACCOUNTS

Hartt Community Division reserves the right to suspend or discontinue the instruction of any student who is delinquent in fulfilling his/her financial obligations at any time during the academic year. Students who are suspended for such reason are responsible 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, you agree to pay attorney's fees, collection agency fees, reasonable expenses, and costs to the maximum amount allowed by Connecticut General Statutes.

Your contract with the University of Hartford obligates you to pay collection expense incurred by us should we find it 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.

### 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:

#### UNIVERSITY FACULTY/STAFF

Faculty and staff of the University of Hartford are entitled to 10% off all tuition charges for themselves, their spouse/domestic partner, and children. Faculty and staff must be on 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

Families enrolled in more than one concurrent HCD program are eligible for a 10% discount on the program with the lowest tuition under the following conditions/exceptions: No discounts are offered for summer programs or programs that run less than ten (10) consecutive weeks. Each family is eligible for one (1) discount at a time with a maximum of one (1) discount from September to June. Discount applies to immediate family only and relationships are subject to verification.

Students taking more than one concurrent private lesson are eligible for a 10% discount on the lesson with the lowest tuition. A program is a single private lesson, music program (including ensembles and CCC), or dance program. Private lessons and dance programs are discounted firstly and other programs secondly. Private-lesson rates on ensembles are a separate discount, and are not affected by Second Program discounts.

#### CLASS/PROGRAM CANCELLATION AND SCHOOL CLOSINGS

**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.\*

**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.

\* Provided that the student account reflects a credit-balance.

## BILLING AND PAYMENT (cont.)

### PARKING

HCD students and parents who park on University of Hartford property will need to register their vehicles with the Department of Public Safety. Call 860.768.4451 or visit [hartford.edu/hcd](http://hartford.edu/hcd) for additional information.

### PHOTO/VIDEO

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

## 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 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 will fully 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

### ALL PROGRAMS

Registration for all programs is for the academic year (September through June) and tuition is assessed for the full term, unless otherwise specified. Classes and lessons may be pro-rated after the start of the term. The Hartt Community Division will assess fees on the following schedule:

#### New students

» Registration fee of \$25 assessed (not date specific).

#### Returning students

- » No registration fee if completed registration received on or before 7/1/2016.
- » \$25 registration fee if completed registration received after 7/1/2016.
- » \$35 registration fee and additional \$30 late fee if registration received after 9/1/2016 for private lesson students only.

### PRIVATE LESSONS

Private lesson students must be placed with a teacher prior to registration. New students are admitted on a rolling basis and register for the number of lessons remaining through the end of the term (June 2018), or by prior teacher approval. Note: some restrictions apply for Suzuki programs.

### MUSIC ENSEMBLES

All ensemble programs require an audition prior to placement and registration. Auditions are held in June of the previous year, or by special appointment. New students are admitted in January by audition, only if space is available.

### FIRST STEPS IN MUSIC

The First Steps program runs for three, 10-week sessions throughout the year. Parents must register children for each session individually. Parents and their children are welcome to join any current session and tuition will be prorated accordingly. All First Steps classes require registration and 10% tuition deposit.

### DANCE CLASSES

New students are admitted on a rolling basis and register for the number of classes remaining through the end of the term (June 2018), or by prior teacher approval. After March 1, the only program that accepts new students is the Adult Program.

## PROGRAM-SPECIFIC WITHDRAWAL DETAILS

### GENERAL

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 the following program-specific penalties:

#### PRIVATE LESSONS

TIME OF WITHDRAWAL	TUITION PENALTY
Withdrawal received prior to 1st scheduled lesson	\$30 cancellation fee
Withdrawal received prior to 4th scheduled lesson	Value of the number of lessons scheduled plus 2 lessons, plus \$30 cancellation fee
Withdrawal received after 4th scheduled lesson	Full year tuition penalty

A mid-year withdrawal (opt-out) period is available at which point the student will be responsible for all lessons offered prior to the opt-out period and a \$30 cancellation fee. Teacher transfers may affect this policy and applicable tuition/fees.

#### LARGE ENSEMBLES AND CHOIRS

TIME OF WITHDRAWAL	TUITION PENALTY
Withdrawal received prior to the 1st rehearsal/class	\$30 cancellation fee
Withdrawal received prior to October 1, 2017	Partial penalty based on the number of rehearsals/classes held plus \$30 cancellation fee
Withdrawal on or after October 1, 2017	Full year tuition penalty

There are no mid-year withdrawals for Ensembles and Choirs. Students are responsible for any remaining tuition, plus applicable fees associated with their account.

### GROUP CLASSES (including First Steps)

TIME OF WITHDRAWAL	TUITION PENALTY
Withdrawal received more than two weeks prior to the start of the applicable session	\$30 cancellation fee
Withdrawal received after the date of two weeks prior to the start of the applicable session	Full year tuition penalty

### CHAMBER MUSIC

TIME OF WITHDRAWAL	TUITION PENALTY
Withdrawal received prior to the 1st rehearsal/class	\$30 cancellation fee
Withdrawal received prior to 4th scheduled rehearsal	Partial penalty based on the number of rehearsals/classes held plus \$30 cancellation fee
Withdrawal on or after 4th scheduled rehearsal	Full year tuition penalty

There are no mid-year withdrawals for Chamber Music. Students are responsible for any remaining tuition, plus applicable fees associated with their account. If a student withdraws from a chamber music group and the remaining members are unable to continue, refunds will be considered per Community Division refund policies for the remaining members, after all other options have been exhausted.

### YOUNG COMPOSERS PROJECT (YCP)

TIME OF WITHDRAWAL	TUITION PENALTY
Withdrawal received before student's class placement is confirmed	\$30 cancellation fee
Withdrawal received after student's class placement is confirmed	Full year tuition penalty

There are no mid-year withdrawals for Young Composer's Project. Students are responsible for any remaining tuition, plus applicable fees associated with their account.

### DANCE

TIME OF WITHDRAWAL	TUITION PENALTY
Withdrawal received prior to the 1st rehearsal/class	\$30 cancellation fee
Withdrawal received prior to 4th scheduled class	Value of classes up to the time of withdrawal, plus 2 weeks of classes, plus \$30 cancellation fee
Withdrawal on or after 4th scheduled class	Full year tuition penalty

A mid-year withdrawal (opt-out) period is available at which point the student will be responsible for all classes offered prior to the opt-out period and a \$30 cancellation fee.

## PROGRAM-SPECIFIC ATTENDANCE/ABSENCE

### GENERAL

No refunds will be given for classes missed by students.

### PRIVATE LESSONS

Students will receive makeup lessons for unplanned school closures and teacher absences. Students are responsible for reserving their regularly scheduled lesson time during break weeks, unless the teacher releases the student from those times. Teachers are not obligated to make up lessons or classes missed by students. In lieu of one lesson each academic year, students in the piano, Suzuki, string and voice departments participate in an Achievement Day evaluation program.

### ENSEMBLES, CHOIRS, CHAMBER MUSIC, AND GROUP CLASSES

No refunds or makeups will be issued for student absences. Some ensembles and group classes have more specific policies regarding attendance; please consult relevant handbooks.

### DANCE

**1.** Students are expected to attend all classes in which they are enrolled. **2.** Parents are expected to inform the Dancedesk of an absence from class prior to that absence, so the instructor may be notified in a timely manner. **3.** Should the student wish to "make up" this class, or substitute another class for the missed class, the following procedure should be followed: **a.** the substituted class must be at the same level or a level lower than the class which was missed (instructors have the option of recommending alternative classes); **b.** the instructor of the substituted class must be contacted through the Dancedesk, given notification of the student's request, and have the opportunity to give permission for said substitution; **c.** the student's name will be entered on the class enrollment sheet for that substituted class by the Dancedesk; **d.** the substituted class must be taken no later than two weeks following the missed class, or will be forfeited. **4.** Make up or substituted classes may not be taken prior to an absence. **5.** Substitution of another class for a missed class does not "erase" the initial absence in the class in which the student was enrolled. **6.** Students are encouraged to observe and take notes in classes if they are feeling unwell or if they are tardy and/or have been asked to observe for some other reason. These observed classes are not considered absences (the student is marked "present" on the roster).

## COMPLIMENTARY/DISCOUNTED PERFORMANCE TICKET

In order to get student's complimentary/discounted ticket, student/family needs to come in person to the box office and show student's ID card.

If student is still waiting to receive an ID card, print student's invoice as proof of registration to show to the box office. Student cannot get the complimentary/discounted ticket over the phone or online. Student gets one free/discounted ticket per student (ID/proof of registration) for the run of the show.

Tickets for Hartt Collegiate events go on sale at the beginning of each semester for all shows happening 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 events that are not free. Please contact the Box Office at 860-768-4228 with any questions.