Summer 2017 Policies

UNIVERSITY OF HARTFORD
THE HARTT SCHOOL COMMUNITY DIVISION

860.768.4451 | harrtcomm@hartford.edu
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 School 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 me or the student 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 materials and applicable fees are due by the date specified on the program registration form. A $15 summer registration fee will be applied to any registration received after June 15, 2017, unless otherwise specified. 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. Any unpaid balance not in compliance with the program policies will be subject to the billing and collections practices 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.
- **Credit cards** are accepted online; payments may be made at www.hartford.edu/hcd. VISA, MasterCard, Discover, and American Express are accepted.
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 your 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 and students can view their account information online at www.hartford.edu/hcd. This secure site enables credit-card and web-check payments. 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 if 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, 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 tuition and penalties listed 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
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 completed registration form 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.

HCD Discipline Policy
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.

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 makeup 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 on prescription pads may be insufficient for purposes of withdrawal under this policy.
REGISTRATION, BILLING, AND PAYMENT (cont.)

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.

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

PROGRAM-SPECIFIC ATTENDANCE/ABSENCE

General. No refunds will be given for classes missed by students.

Children, teen, and adult dance classes. It is strongly recommended that students arrive at least 15 minutes early for class in order to dress and warm up properly. It is students’ responsibility to contact the reception desk at 860.768.6000 to inform the instructor of any absence prior to class. If students enter a class late, they will be asked to observe from the side so as to not interrupt the class or cause injury to themselves or other dancers. If students miss a class, they should take a make-up lesson at the same or lower level. To make up a class, fill out a make-up slip at the reception desk and present it to the instructor at the start of class.

Private lessons. 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.

Ensembles, choirs, chamber music, and group classes. No refunds or makeups will be issued for student absences. Some ensembles and group classes have more detailed policies regarding attendance; please consult relevant handbooks.

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 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:

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 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 Registrar, prior to registration.

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

PROGRAMS

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 2016-17 academic year do not need to pay the registration fee. Parents may opt to provide a minimum 10% deposit on tuition and pay the registration fee (if applicable). The remaining balance will be billed in one installment.

FIRST STEPS IN MUSIC, and CHILDREN, TEEN, AND ADULT DANCE CLASSES

Parents may opt to provide a minimum 10% deposit on tuition and pay the registration fee (if applicable). The remaining balance will be billed in one installment.

HARTT SUZUKI INSTITUTE

Enrollment is limited by faculty and facility availability. Registration is accepted on a first-come basis, and early registration is encouraged.

Policies are effective January 1, 2017.
Visit hartford.edu/hcd for HCD’s most current policies.