



STUDENT POLICY (revised 10/24/11)

The following is the student policy of The Arts Academy at The Grand. Please read this carefully; sign the Registration Form to indicate acceptance and keep this copy for your records.

I. ENROLLMENT

No student may begin taking lessons without completing and submitting a Registration Form to the Arts Academy administration. New registrations are accepted on a rolling basis. Students may start or end lessons at any time throughout the year, subject to the availability of instructor schedules.

Changes in Contact or Enrollment information must be provided immediately. Please ask your instructor or the Arts Academy administration for a new Registration Form to submit changes.

II. LESSON FEES and PAYMENT

Lesson fees are \$25 per half hour, unless otherwise specified by the instructor or approved for financial aid by the Arts Academy administration.

Payments may be made by cash, money order, personal check payable to "Grand Opera House," or credit card. For cash payments, exact amount is preferred, as instructors are not expected to give change; overpayment will be credited toward future lessons.

A completed Payment Voucher must accompany all payments. These can be found at the Arts Academy reception desk. Please ask your instructor or the Arts Academy administration for additional vouchers, as needed. The student or parent/guardian (not the instructor) is responsible for completing the voucher in its entirety. Payment and vouchers should be handed directly to the instructor in a sealed envelope. Receipts are available upon request.

Monthly payments will be required as of January 2012. Payment for the entire month's lessons is expected by the first lesson of the month. The total amount due will depend on the day of the week lessons are scheduled (4 or 5 weeks), less any holidays, vacations, or other known conflicts that must be communicated at this time. Exact lesson dates should be listed on the Payment Voucher as described above.

If payment is not received by the 15th day of the month, a late fee of \$5 will be assessed and the student will be invoiced; an additional \$5 will be added every week until payment is received. Any account not paid after 60 days will result in dismissal from the Arts Academy.

III. FINANCIAL ASSISTANCE

Financial assistance is available for qualified applicants and will be awarded subject to the availability of funds. If a reduced rate is approved, the student or parent/guardian is responsible for following the payment policies as stated above. A Financial Aid Acceptance Form must be signed before assistance goes into effect.

IV. ATTENDANCE

Music education requires personal commitment. Regular attendance is expected of all students. Excused absences are granted in the case of student illness if the instructor is notified by 10AM on the day of the lesson. Any conflict due to holidays, vacations, or other events that may prevent attendance must be communicated at the beginning of the month.

Only one absence every two months will be permitted; any more may result in dismissal from the Arts Academy. Lesson fees will be charged for any absence without proper notification, and lessons may be discontinued following any late cancellation or no show; illness and family emergencies will be taken into consideration.

It is the responsibility of the student or parent/guardian to contact the instructor directly. Please be sure to exchange phone numbers with the instructor at the first lesson. If you cannot reach your instructor, please call (302) 658-7897 to leave a message.

Make-up lessons are scheduled at the discretion of the Arts Academy instructor. In many cases, instructors do not have time slots available for make-ups.

Students will only be allowed to schedule a make-up lesson if the missed lesson was an excused absence and proper notification was given, if the instructor cancels, or in the case of inclement weather and holidays. Make-ups will not be permitted for no-shows.

All make-up lessons must be arranged through the instructor and should be scheduled at the time of cancellation (i.e. when calling for illness, or at the beginning of the month for other conflicts). If a make-up lesson is not scheduled, advance payment may be credited to the next month.

V. INCLEMENT WEATHER and HOLIDAYS

The Arts Academy will be closed on Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day. Arts Academy instructors reserve the right to teach on any other holidays. Lessons missed due to holidays may be re-scheduled according to the make-up policy, or not charged.

In the event of inclement weather or any other emergency that would require The Grand Opera House and the Arts Academy to close, students may be granted a make-up lesson or credit to the next month.

Notification of closings due to inclement weather will be made by the Arts Academy administration to all instructors, who will be responsible for notifying their students. In addition, you may call The Grand at (302) 658-7897 and listen to the outgoing message, or dial extension 3300 for more detailed information.

VI. INSTRUMENTS and OTHER MATERIALS

Instrumental students are expected to have access to an instrument for practice between lessons. If a student does not own their instrument, their instructor or the Arts Academy administration can provide resources to help them obtain one. Students may be required to purchase other materials, at the instructor's discretion.

VII. STUDENT PROGRESS and PERFORMANCE OPPORTUNITIES

With the instruction they are receiving, students are expected to progress continuously while they are taking lessons at the Arts Academy.

Twice per year, progress reports will be completed and given to students by their instructors. Practice habits, attendance, areas for improvement, and other issues may be addressed in the progress report.

Performance is an important part of music study for all students. The Arts Academy will host a variety of recital and showcase opportunities, at which students can perform with the guidance of their instructor. Venues include Studio One, the baby grand, baby grand lobby and Sarah Bernhardt Salon (before Grand shows), and the Summer Salon Series on Market Street.

VIII. BEHAVIOR

The Grand Opera House is a historic theater, home to several tenants, and busy with numerous performances and events. Students and guests are expected to be respectful of the building and others sharing this space.

Use your inside voice; yelling can be disruptive to lessons in progress. Do not peek through classroom windows; these are clear for safety reasons, not for entertainment. Please clean up after yourself; we provide a trash can and a recycling can for your convenience.

Walk, don't run; do not roam the building. Please use only the areas within the Arts Academy and the second floor restrooms. There is a house phone available for your convenience in the second floor lobby. Please do not enter the theater or The Ninth Muse.

Please report misconduct to the volunteer on duty, an instructor, or the administrative office. Any behavior by a student or guest that is in violation of these policies may result in dismissal from the Arts Academy.

IX. ACCESSIBILITY

Students should enter and exit through The Grand Box Office. A security guard will be on duty when the Box Office is closed.

The Arts Academy facilities are wheelchair accessible with an elevator to the second floor, large lesson rooms, and windows for parent observation.

The Arts Academy is glad to serve students with special needs and developmental or physical disabilities. Prior to enrolling, those with special circumstances are asked to provide information that will help the administration place each student appropriately. An initial consultation may be requested with the student and parent/guardian.

X. PARKING

The Arts Academy is not responsible for parking costs; nor is it responsible for parking tickets or any other risk associated with parking on city streets.

Parking is available at the following garages for reasonable fees:

- Wilmington Parking Authority (under the Doubletree Hotel) on King & Walnut Streets at 7th Street
- HyPark Garage on Shipley & Orange Streets, between 9th & 10th Streets

Parking is free on city streets Monday through Saturday after 6PM and all day Sunday.

XI. QUESTIONS or COMMENTS

Please feel free to contact:

Pamelyn Manocchio, Director of Community Engagement

(302) 658-7897, ext. 3300

pmanocchio@grandopera.org