**PEP Policies – Winter/Spring 2020**

**Tuition Information (13-week full session)**

Lessons are one-on-one, 30-minute or 45-minute in length, and must take place at the Paul Creative Arts Center (PCAC) at UNH. There will be 13 lessons total for the term, and included in the tuition are two Performance Classes and performance at the May, Spring Student Recital in Bratton Recital Hall at UNH.

*Single student: 30 minutes / 45 minutes*
- Taught by current UNH Music Majors: $228 / $341

*Family registering more than one student receives 10% off.*

**Tuition Information (7-week full session) — Limited Space!**

Lessons are one-on-one, 30-minute or 45-minute in length, and must take place at the Paul Creative Arts Center (PCAC) at UNH. There will be 7 lessons total for the term, and included in the tuition are two Performance Classes and performance at the Spring Student Recital in Bratton Recital Hall at UNH. An unusual feature of the 7-week session this year is that the lessons will begin the week before UNH Spring Break and will continue the week after Spring Break. Thus the first and second lessons will be two weeks apart.

The lessons start on the week of March 9 and the registration is open between February 24 and March 27.

*Single student: 30 minutes / 45 minutes*
- Taught by current UNH Music Majors: $123 / $184
- Taught by graduates of the UNH Music Department: $140 / $210

*Family registering more than one student receives 10% off.*

**Teacher Assignments**

- Students are paired with their teachers at the discretion of Dr. Kies. The goal is to match the personality and temperament of the student and teacher, as well as the availability of both parties.
- **Parents and students will begin to receive emails from their assigned teachers after the UNH Spring semester commences, which is on January 21.**
- In the rare case where the pairing does not work, **both the student/parent and the teacher have the right to request a change after three (3) lessons.** This allows an adjustment period for both the student and teacher before a change is deemed absolutely necessary.
- Returning students may request the same teacher from a previous term but sometimes the requests cannot be granted due to teacher availability.
Scheduling of Lessons, Attendance, and Makeup Lessons

Scheduling

- Lessons will be scheduled between the student/parent and the teacher privately.
- All lessons must take place at the Paul Creative Arts Center at UNH.

Attendance

- Both the student/parent and the teacher should contact each other at least 24 hours prior to the lesson if a change needs to be made.
- If the student arrives late to a lesson, the missed time cannot be made up. If a teacher starts a session late, he/she will make sure the full duration is taught.

Make up Lessons

- Both the student and the teacher are each allowed to make a maximal three schedule changes for the full term and two changes for the half-term – regardless of the circumstances. These lessons should be made up as soon as possible in order to maintain a steady flow of progress.
- The teacher has the right to deny giving further make up lessons after the maximum has been initiated by the student/parent and the make-up lessons have been taught. The student will forego any future lessons that he/she cannot attend.
- Similarly, the student/parent has the right to refuse further scheduling changes after the teacher has initiated the maximal number of changes in the term.

Refund Procedures

- For registrants in a 13-week session, a cancelled enrollment will be refunded (minus a $50 administrative fee) within 14 days of the session start date. After 14 days, no refund will be provided.
- For registrants in a 7-week session, a cancelled enrollment will be refunded (minus a $25 administrative fee) within 7 days of the session start date. After 7 days, no refund will be provided.
- Students may initiate a drop request online within their student accounts. This does not guarantee a refund, but alerts a staff member that a drop has been requested and the student will be contacted shortly.

Updated 1/20