



## Cold & Flu Season Notice:

With cold and flu season coming around, we just wanted to remind that you can cancel your lesson if you need to. (See Scheduling and Cancellation Policy for more information).

**We strongly urge parents to keep their children home if they are sick with "flu like" symptoms.**

## Fundamentals Classes

- PRORATION: Fundamentals 8-week class sessions are only sold as a package. Students entering at a later week will not be granted a proration. No new students are allowed until the second week of class.
- MISSED CLASSES: No refunds or credits are given for missed classes. You are welcome to come to an alternate class time. Please inquire with the front desk so we can let the instructor know.

## Elective Group Classes

- Throughout the year, Forte Music School offers various group classes and activities for students to participate in. Rock Band Class (Rock & Roll) and Garageband Class (Computer Music)
- CANCELLATION POLICY: Cancellation with 7 days notice is eligible for a full refund. Up to 48 hours notice, 75% refund and 24 hours notice is eligible for a 50% refund. Upon cancellation, all multiple student and/or class discounts will be forfeited.

## Computer Lab

- The computer lab is a free service that Forte Music School offers to give students a supplemental musical theory outlet through the use of music computer games. They can be utilized 30 minutes prior to or after a student's lesson. The computers are only to be used for musical activities. We expect children to handle all equipment with care; parents will be financially responsible for any intentional damage.

## Recitals

- Forte Music School offers multiple recitals each semester at a small participation fee. A DVD of their performance is included and will generally be available within 2 weeks of the recital date.
- CANCELLATION POLICY: Recitals are purchased and can be utilized for any recital during the semester, however there are NO refunds for unused recitals.

## Parental Involvement

- Parents are encouraged to attend at least the first and last class of the semester. The last class being our portfolio day, where the teacher gets the opportunity to share with the parents all that the student has accomplished throughout the semester.
- Any and/or all other lessons the parent wishes to attend is, of course, allowed. Please do not bring other children, as it can be distracting.
- PARENT / TEACHER COMMUNICATION: Any items related to the instruction your student is getting can be directed directly to the teacher via phone (503.690.3505) or e-mail (<teacherfirstname>@fortemusicsschool.com)
- FORTE / PARENT COMMUNICATION: We here at Forte are very environmentally conscious and prefer to communicate primarily through e-mail. If you would prefer another form of communication, please let us know.

## Standards of Conduct

- We treat students with courtesy and respect and expect the same consideration from each student. We will notify any parents of behavior problems identified by our staff. Should problems persist and disruptive behavior is not adjusted, it may result in a cancellation of a student's enrollment, with no refund for missed lessons.

## Pick-Up / Drop-Off

We are only responsible for children who are within the studio suite. Parents are responsible for their children before and after the designated lesson time.

## Inclement Weather and Closures

In the event that there is weather event (snow or other such events) that makes it unsafe for Forte to be open, a message will be left on our voice mail system the morning of the event to let parents know if we will be open or not. As a rule, if Forte is open, we will not give makeup lessons or refunds for any lessons missed. Extreme circumstances will be assessed on a case by case basis. If Forte is closed due to the weather, as time allows, arrangements will be made to makeup as many lessons as are possible. **NO REFUNDS can be given for lessons cancelled by Forte due to the weather.**