



## Aurora Music Academy School Policies

As of November 1st, 2023

Contact us at: [www.auroraacademynj.com](http://www.auroraacademynj.com) or (201) 205-1121

The operating hours for the AMA administrative team are Tuesday through Friday 11 a.m. to 7 p.m. and Saturdays from 9:30 a.m. to 5pm.

**Schedule Changes** If you must reschedule a lesson, please make sure to inform the office as soon as possible. Please read our Schedule Change Policies for more information.

**Child Safety** All students under the age of 10 must always be accompanied by a parent or guardian while on the AMA premises. All other students must be picked up promptly upon completion of their lessons/classes. **Aurora Music Academy, Inc. (AMA) does not assume responsibility of students' security and safety when parents choose to leave them unattended.**

**Community Health and Safety** Anyone entering the academy will be required to follow all protective measures implemented by AMA. Failure to do so, may result in your being asked to leave the premises. Please see AMA's Health and Safety policies for more information. **AMA reserves the right to suspend or terminate instruction for students who do not comply with the safety guidelines.**

**Injuries** Parents, legal guardians, and students waive the right to any legal action for any injury sustained on school property resulting from normal lesson activity or any other activity conducted by the students before, during or after lesson time.

**Late Payment** AMA reserves the right to suspend or terminate instruction for students who do not comply with its payment agreement upon registration. All tuition payments are expected to be paid in full before the end of the semester. Students whose accounts are delinquent for two or more semesters may be subject to being barred from registration for future semesters until debt is paid. AMA reserves the right to take further legal action for excessive delinquency in payment.

**Photography and Recording Release** By enrolling in lessons/classes at AMA or by attending any AMA event, parents, students, and others grant permission for photographs and recordings of themselves and their children to be used by AMA for publicity purposes. These photographs will not be distributed, sold, or used beyond AMA's promotional or in-school curriculum and professional development activities.

**School closings** AMA is closed when the local public schools close due to public safety concerns. AMA also reserves the right to close at our own discretion. Please call (201) 205-1121 or check our website (listed above) for the most up-to-date information regarding closings. AMA has reserved time at the end of each semester to accommodate these closings.

**Substitute Teachers** If a teacher is ill or otherwise unable to attend a lesson or class, a qualified substitute teacher will be provided. If a substitute cannot be arranged, a make-up lesson will be scheduled during the make-up period at the end of the semester or at a mutually convenient time.

**Student Conduct** Students are expected to attend and be punctual to all classes whether in-person or virtual. Students who are routinely late, unprepared, or demonstrate inappropriate behavior may have their enrollment terminated. Students who are late for their lesson cannot be guaranteed their lesson time.

**Withdrawals** All requests for withdrawal and tuition refund must be submitted, in writing, to the Director. Verbal requests of intent to withdraw do not fulfill this requirement. In addition, informing the teacher of intent to withdraw is not considered approved notice of withdrawal. The effective date of withdrawal is the date that the written notice is received, not the date of the last lesson or class. Refunds are only awarded for approved withdrawals. **please allow two to three weeks for processing of refunds.**

- Withdrawals made before the first lesson/class will receive a full tuition refund minus a 5% processing fee, if applicable.
- Withdrawals made within the first 4 private lessons, or the first 2 group classes will receive a pro-rated tuition refund minus a 5% processing fee, if applicable.
- If a withdrawal is not eligible for a refund, the student will receive school credit for the unused lessons.

The undersigned has read and agreed to the Aurora Music Academy Policies above.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## Schedule Change Policies

As of November 1st, 2023

Requests to change your lesson schedule for a non-emergency, pre-determined reason **must be made at least 24 hours** before the lesson time. **(at least 12 hours for virtual lessons)** Make-up credits may not be granted if the cancellation procedure requirements below have not been met. To request a lesson cancellation, all students must follow the procedure below:

### Schedule Change Procedure

1. Submit a Schedule Change Request form. You will find the form link on the AMA website (<https://www.auroraacademynj.com/schedule-change-request-form>)
2. Notify your teacher and confirm that they received the message. Your teacher can be reached via their AMA email addresses. All addresses are formatted as follows: teacherfirstname.auroraacademy@gmail.com
3. If your request is urgent and affects a same day lesson, please call **(201) 205-1121**

### Rescheduling Lessons

Lessons should be rescheduled within the same week as the original lesson or at the earliest possible time. In-person students may take a virtual lesson to replace the original lesson. Although there is a make-up period at the end of each semester, AMA reserves the right to use that period to make up for teacher absences or for unscheduled school closings. Make-up lessons cannot be rescheduled.

### Make-up credits

Make-up credits are granted at the discretion of the Administration and only to students whose absence was properly documented via the above procedure. Each AMA student may only be given a **maximum of 3 make-up credits** at any time per semester. Make-up credits must be used within the semester they are granted and will not be carried over to future semesters.

### Student Conduct

Students are expected to attend and be punctual to all their lessons or classes, both in-person and virtual. Students who are late cannot be guaranteed their lesson time. Students who miss a scheduled lesson without following AMA procedures will be considered a "no-show" and will not be eligible for a make-up credit.

**Any lessons not used by the end of the semester cannot be carried over to the following semester.**

The undersigned has read and agreed to the Aurora Music Academy Schedule Change Policies above.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Aurora Music Academy  
Health and Safety Procedures**

As of November 1st, 2023

To help prevent the spread of illness, Aurora Music Academy, Inc. (AMA) has the right to implement the following protective measures at our discretion.

- Anyone entering AMA may be asked to sanitize their hands at the door.
- Teachers may require students to sanitize their hands upon entering the lesson room.
- We ask all students who may have a contagious illness to please stay home until it is safe to be in public spaces.
- We recommend wearing masks whenever a student is feeling ill or has been confirmed ill in the last 48 hrs. Masks are available at the front desk upon request.
- The academy will be sanitized periodically throughout the day.
- Teachers reserve the right to require their students to wear a mask or face covering during their lessons.

**Assumption of the Risk and Waiver of Liability Relating to Transmittable Illnesses**

By signing this agreement, I acknowledge and agree to follow the listed safety protocols whenever they are implemented. I understand that failure to obey any of these protocols increases my or my child(ren)'s risk of infection and is grounds for suspension or termination of instruction.

I agree to take all necessary precautionary measures to keep my family and the AMA community healthy and safe and will make responsible decisions when it comes to the exposure of my family and others to illness. If I choose to make a schedule change to my child's lesson due to illness, I agree to notify the main office immediately.

The undersigned has read and agreed to the above.

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name of Parent/Guardian

\_\_\_\_\_  
Name of Participant(s)