



CAMPBELL LEARNING CENTER

1440 Campbell Road. Houston, TX 77055 | 713-464-4388 | Info@CLC-Houston.org

2021-2022 School Policies and Procedures

Campbell Learning Center prides itself in the semester approach to instruction, allowing students to develop the love of music through effective pedagogy and long-term objectives. Building on the strength of our curriculum and the unique expertise of our faculty team, students receive the most comprehensive training based on international standards. Within this academic structure, students are frequently challenged to participate in performances, competitions, auditions and exams. Each semester caps off with studio recitals, celebrating all the achievements and successes of each student.

Enrollment Procedures

- An annual \$35 registration fee is charged upon registration.
- All new and returning should enroll by the end of registration week. (Please refer to calendar)
 - Completed enrollment form and payment should be received upon registration
- Private lesson students enroll for an entire semester. (Please see attendance policy)
 - Group lesson students enroll for an entire session.
- Single (a la carte) lesson available under separate booking. (Please refer to price list)

Payment Procedures

- **All students enroll on a semester basis with 2 payment options**
 1. One-time payment
 - a. Accounts paid in full upon enrollment allow families to secure their preferred slots during pre-registration week. In addition, families enjoy the following discounts during the Fall and Spring semesters:
 - i. 5% discount from semester tuition total
 - ii. Waived Registration fee
 - iii. Sibling/family discount if applicable
 - b. Refunds are only available prior to the start of the semester. No refunds are provided once the semester has commenced.
 - c. Registration fees are nonrefundable.
 - d. Payments may be made with cash, checks, money order, or major credit cards.
 2. Installment Plans
 - a. Accounts paid in installments via Autopay allow families to maintain a set payment amount throughout the semester.
 - b. Total tuition is equally divided into 4 installments in the Fall, and 5 installments in the Spring.
 - i. Installments are due on the 1st of each month, and late after the 3rd.
 - ii. A late fee of **\$15** per week is assessed after the 3rd
 - c. Upon registration, students are enrolled in auto-pay via major credit cards.
 - i. Students commit to semester tuition total upon registration
 - ii. Refunds, if approved, will be calculated according to the number of lessons attended, pending any account balances.
 - d. Registration fees are nonrefundable.

Campbell Learning Center is a registered 501(C)3 Not-for-Profit public charity organization. 100% of your contribution goes directly towards fulfilling CLC's mission of promoting arts education in the Spring Branch and greater Houston area. For more information on how to donate or volunteer, please visit www.CLC-Houston.Org



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- Families are responsible for contacting the office should any changes or updates need to be made to the credit card payment during the semester. Any penalty fees incurred by the bank, in addition to late payment fees, will therefore be applied to the family account.

Attendance Policy

- For the safety and protection of each student, parents/adult students are required to sign out after each in-person lesson. This will also help maintain accurate attendance records for payment and rescheduling purposes. Please refer to **COVID-19 Addendum** for more information
- Private lesson students should communicate any anticipated absences or rescheduling request **with the office** 24 hours in advance in order to avoid incorrect billing or scheduling. Same day notices under 24-hours unfortunately cannot be rescheduled.
- Private lesson students can reschedule up to TWO TIMES per semester. **Additional cancellation will be considered a forfeit without refund or credit.**
 - Rescheduling requests should be emailed to contact@clc-houston.org
 - Verbal requests, or requests made to individual teachers without written documentation to the office cannot be honored.
 - Missed lessons with 24-hour advance notice will be made up in one of the following ways:
 - Rescheduled in-person lesson to next available slot within 30 days
 - Rescheduled online lesson to the next available slot within 15 days
 - Please refer to **Online Lesson Addendum** for pertinent information
 - Make-up lessons will be scheduled at a mutually convenient time for parties involved. While every effort will be made to ensure this process, specific teachers or time slots may not be guaranteed.
 - Missed make-up dates are considered a forfeit without refund.
 - Please refer to **Online Lesson Addendum** for pertinent information.
- Group lesson students are NOT eligible for make-up lessons. Missed lessons will be considered a forfeit without refund or credit.
- If the instructor is absent, a substitute teacher will provide the lessons. All substitute teachers are equally qualified and provided with detailed information about each student prior to the lesson.
- Student absences without a 24-hour notice **cannot** be made up.

Photo and Video Release

- By enrolling in our program(s), you hereby grant Campbell Learning Center and its affiliates:
 - The permission to use your likeness in a photograph or video.
 - The right to edit, copy, exhibit, publish or distribute for publicity and for any other lawful purpose.
- Furthermore, you agree to:
 - Waive the right to inspect or evaluate the photo or video prior to publication.
 - Hold harmless and discharge CLC from all claims, demands, and causes of action.

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Online Lesson Addendum

One of the top priorities of Campbell Learning Center is the safety and wellbeing of our families. As such, we aim to continue serving the Houston community with high quality education via online platforms utilizing the following guidelines. The guidelines below are in effect immediately, in addition to the existing *CLC Policy and Procedures*.

Virtual Lesson Format

- Due to COVID-19, virtual Lessons will remain available in the following formats:
 - Make-up / Rescheduled lessons with 24-hour advance notice
 - Single (a la carte) lesson or Meet & Greet with teachers
 - Intensive Training Program for ABRSM, UIL, and similar exams/competitions
- All CLC lessons (virtual or in-person) will follow the same registration, attendance, and payment policies. Please see *CLC Policy and Procedures* for more detailed information.
- All CLC students (virtual or in-person) continue to enjoy access to performance opportunities and events.

Safeguarding Policy and Online Procedures

1. The instructional session (via Skype, Zoom or FaceTime) should be dedicated specifically for learning. As such, the student will need to be able to access a quiet, separated area within the house with necessary equipment and instruments.
2. Both teachers and students will be dressed in a manner as if meeting in person.
3. Students 7 years or younger must be accompanied by an adult during the entire lesson. This is to ensure learning and productivity, as well as assistance in the event of technical troubleshooting.
4. CLC cannot be held liable for Interruptions during online lessons due to connectivity, technical issues, or any other interference. Missed lesson time cannot be made up.
5. The individual teachers and parents can mutually agree beforehand whether to utilize video and audio recordings to help with practice throughout the week. Furthermore, students will be given the opportunity to upload video performances to secure virtual classrooms at will. CLC and its teachers will not distribute or publish any of the contents for promotional or marketing purposes without parents' request or consent. As such, all who participate in the virtual classroom setup hold harmless and discharge CLC from any liability, claims, demands, and causes of action associated with such recordings.

Online Specifications and Guidelines

1. Laptops, tablets, and computers will produce the best video and audio quality. Headphones and webcams also offer additional flexibility.
2. As much as possible, we **strongly** recommend families to limit or discontinue additional internet usage at the house during lessons. This causes lags and poor connectivity when your internet

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bandwidth is stretched. CLC cannot be held liable for Interruptions during online lessons due to connectivity, technical issues, or any other interference. Missed lesson time cannot be made up.

3. Have your device and video-calling application open and launched at least 10 minutes before the lesson. Your teacher will not be able to call you if your video-calling application isn't open.
4. Take a quick photo of the pages (music repertoire, theory pages) that you've worked on this week and send it to your teachers (via email or chat in your video app) at least 24-hours in advance so that time isn't wasted during your lesson.
5. Allow for transition time before and after your lesson, just as you would in a traditional classroom. This could mean a 1-2 minute buffer before or after your lesson as teachers move from one student to another.

COVID-19 Addendum

At the recommendation of local authorities, CLC will establish the following guidelines for in-person access to the building. The guidelines are in effect unless otherwise noted, in addition to the existing *CLC Policy and Procedures*, for the duration that it is necessary to ensure the safety and health of CLC patrons.

CLC Building Access

- The CLC building will remain accessible during office or instructional hours only.
- Anyone entering the building are required to
 - Wear masks or face coverings
 - Maintain at least 6-ft distance from other individuals
 - Use hand sanitizer before and after accessing any part of the building
 - Avoid gathering in the foyer, hallways, or waiting areas
- By appointment, individuals are able to access the building outside of office hours for
 - Pre-approved recording sessions
 - CLC sponsored events
 - Pre-approved practice room bookings

Specifications and Guidelines

1. For the duration that is necessary, CLC will continue to enforce the following:
 - a. All students **must** wash their hands with soap and water before using any CLC equipment and instruments.
 - b. Both teachers and students will need to wear face covering and maintain 6ft distance during lessons.
 - c. Teachers will thoroughly clean all CLC equipment before and after teaching
2. Unless previously arranged, unassigned studio rooms are off-access.
3. Accompanying family members are asked to please wait in the cafeteria, concert hall, or overflow area during lessons only.

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