



Thank you for enrolling in Private Lessons at MCMC!

Q. How can I check my MCMC portal?

You can log into your portal here to check billing and other information.

Q. Where can I view the lesson calendar?

Please check this link [here](#).

Q. How can I pay for lessons?

Tuition may be paid in full up front or in monthly installments. Please let us know your preferred method upon enrollment.

If monthly installments, Academic Session lessons will be billed in installments on the 15th of each month from the next 15th of the month following the date of enrollment through May 15th.

The preferred method of payment is to log into your portal [here](#), save your credit card information, and let lara@mcmcv.t.org that you have done so, so that we may set up autopay for future payments on the 15th of each month.

You may also log into your portal monthly to pay with a credit card, ACH, or send a check made out to “Middlebury Community Music Center” and bring it to the office or send it to 6 Main Street, Middlebury VT.

Please note that a \$25 late fee will be applied each month if a payment cannot be processed by the end of the month.

Q. What happens if I / my child needs to miss a lesson?

As a courtesy to instructors, parents/students are asked to notify their instructor directly, or call/email the office if you expect to be absent. Instructors will be able to use openings for make-ups with other students.

MCMC offers **one** make-up lesson per year for student-missed lessons notified 24-hours prior to the scheduled lesson. Further rescheduling of lessons is at the teacher's discretion and available space. If best efforts are made and the lesson cannot be made up by the end of the session, a refund will be given for that **one lesson** upon contacting the office at lara@mcmcv.org and requesting a refund.

No refunds will be given for additional student-missed lessons or lessons that are missed without 24-hours notice.

Q. What happens if my teacher cancels a lesson?

Private lessons missed due to teacher absence are rescheduled at the earliest date possible or at the end of the year during the make-up period. MCMC may also offer a lesson with a substitute teacher upon request. If the instructor is unable to schedule the missed lessons by the end of the term (and in some cases through the summer session), MCMC will issue a credit to the student's account in consultation with the teacher. Please contact lara@mcmcv.org to request a refund.

Q. What happens if we need to withdraw from lessons?

Please contact your teacher and lara@mcmcv.org in writing if you need to withdraw from lessons. Verbal notification or not attending lessons does not constitute a withdrawal. Upon

email notification receipt, future payments will be canceled. No refunds will be made for partial installments.

Often, instead of terminating lessons altogether, students decide to switch to another instrument or program. We are happy to work with you to make this as seamless as possible.

Q. What happens if our lesson payments are late?

Our aim is to make life easier with our automated payment plan. Thank you for doing your part in this by keeping us up to date if your credit card information changes at our portal [here](#). If your credit card is declined, we ask that you resolve the issue and complete the payment by the end of the same month. A \$25 late fee will be applied each month that payments cannot be processed.

Q. What is the lesson policy during inclement weather?

When there is a school delay or closing due to weather, MCMC follows Middlebury public school closings for in-person instruction. Please be in direct touch with your teacher to confirm their snow day plan, as virtual lessons may be an option. Canceled lessons due to weather that will not be made up by the end of the term will be reimbursed. Please contact lara@mcmcv.org to request a refund.

Q. Will I/my child have the opportunity to perform?

Yes! There are frequent salon performances and studio recital opportunities. Please visit our salon calendar [here](#) and speak with your teacher about being a part!