



The Fine Arts Association Registration Policies

Registrations:

- Registration is available in person, by phone, or online.
- Tuition fees are due upon registration. Payment must be made at time of registration or lesson/class space is not guaranteed.
- Registration confirmations for enrollment are available by email only.
- Class cancellations by The Fine Arts Association may occur up to 36 hours prior to the start of a class. Notification may be made via phone and/or email, if available.
- Mid-session Class/Lesson Registration: Registrations are accepted in most classes and private lesson studios after a session begins, based on availability. Class tuition fees will be prorated. Classes that have occurred prior to registering mid-session will not be made up.

Referral Credit:

Do you love The Fine Arts Association Experience? Then share it with your friends! You can gain a \$25 referral credit for each new student you refer who takes a 15, 16, or 18-week class at Fine Arts this spring. Better yet, if you refer someone and they register for at least one class or semester of lessons, they will get a \$25 referral credit too! For more information, please contact Customer Service at (440) 951-7500.

Discount Programs:

Students meeting the eligibility requirements may receive the following discounts on one class/lessons each session (Fall, Spring, Summer). Only one of these discounts may be applied to each class/lesson.

- Andrews Osborne Academy students – 5% discount
- Willoughby residents – 8% discount
- Senior citizens (age 60+)– 5% discount
- Veterans - Military veterans, Active Duty, Reserves and their immediate family members can qualify for a discount/scholarship on a class each semester (provided funds are available). For more information on how to obtain this discount, contact Customer Experience at 440-951-7500.

The Early Registration discount of 3% may be applied to every class/lessons on which no other discounts/scholarship/Work Assistant Discount has been applied. Discounts, (other than the Willoughby Resident Discount) may not be applied to workshops or special one-day programs. Discounts, (other than the Willoughby Resident Discount) may not be applied to classes/lessons for which a scholarship or Work Assistant Discount has been received.

Scholarships:



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FAA is proud to offer various scholarships. Details and policies can be found at fineartsassociation.org/about/scholarships.

When students are eligible for and receive scholarships, the scholarships will be applied to charges remaining **after** the student's portion of tuition has been applied.

Payment Options:

We accept VISA, MasterCard, Discover, cash, or check. A \$35.00 fee applies for any returned checks or credit card charges.

Monthly Payment Option: Lesson and class tuitions that total over \$200 are eligible for our monthly payment plan which divides the tuition into five equal installments. Visa, MasterCard or Discover information is required to secure the payment plan obligation. Payment plan registration may be made in person or by telephone. Students are required to pay a \$10 payment plan fee and the first payment installment at the time of registration. The four remaining installments will be charged to the credit card (Visa, MasterCard, or Discover) provided at the time of registration mid-month. For specific dates, please contact our customer service team. Discounts, (other than the Willoughby Resident Discount) are not eligible if utilizing the Payment Plan.

Getting the Most Out of Your Experience:

Making the most of your arts investment is an important goal. To assist you in doing so, we encourage the following:

1. Meet your child's teacher and develop a rapport. Build a partnership that leads to lasting success for your student.
2. Demonstrate a positive attitude about their arts education. If you value it, they will too.
3. Help your child prepare. Make sure they practice and set time aside to prepare each week. Growth requires discipline. The arts provide a perfect training ground for developing this essential life skill.
4. Ask for help if you think your child may need it. Every child learns differently. You know more about your child than your teacher does. Let the teacher know your concerns.

If you feel that the class or teacher are not the right fit, we urge you to follow the steps as outlined below.

- 1) You or your child attend at least three classes as a full participant.
- 2) As a parent, you observe at least one class.



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- 3) You attempt weekly communication with your child's teacher about the class, its objectives, and how to make the most of the class for you or your child.
- 4) After those prerequisites have been met and you still are concerned about you or your child's progress, you may request a meeting with the teacher, department director (as applies) and the CEO. After that conversation, the student may be requested to join to give them a chance to detail their concerns.

We hope that these opportunities to discover and communicate lead to the best possible outcomes for you, your child, and the teacher.

Class or Lesson Make Up:

Make ups are provided to the student for instructor cancellations or school closings.

Student absences are not required to be made up by the instructor. All students are encouraged to notify their instructor(s) of a class/lesson absence by calling the Customer Service Center at 440- 951-7500. Your notification of your inability to attend a class is a courtesy to the instructor, but we regret we cannot excuse you from a payment of class or lesson for which you have contracted even if you cancel all lessons or classes. Tuition is not credited for missed classes.

Student Withdrawals:

Full refunds for a class or lesson are given only when a student withdraws prior to the start date of the class. Once the class starts, FAA has contracted the faculty to teach for the entire semester based upon your commitment. You will be charged the full tuition amount even if you cancel before the end of a session. If you are on a payment plan, the remaining tuition is due upon cancellation.

Only in extreme cases will refunds be considered once the session begins. These include circumstances where significant change in student or family circumstances render it impossible for the student to continue or pay. Significant changes do not include schedule difficulties, change of mind, lack of interest, etc.

If a student/parent desires to request a refund in extreme circumstances, **the CEO reserves the right to determine the appropriateness of any refund** and determine the timing of any refunds given; not to exceed the end of that session. In this case, any refund would be prorated.



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Safety & Security:

Parents/guardians of preschool-age students (below kindergarten age) are requested to stay onsite during classes. Please be in proximity to the classroom space in order to assist your child with toileting needs and/or need of additional support. All families should ensure that current emergency contact information and any critical medical information is on file and updated with customer service for your child(ren).

Photo Release:

By registering for classes or lessons you are agreeing to abide by The Fine Arts Association's Policies and Procedures and grant and give The Fine Arts Association the right to use your or your child's photograph or image with or without you or your child's name, both single and in conjunction with other persons or objects, for any and all purposes including, but not limited to, private or public presentations, advertising, publicity, and promotion relating thereto. If you do not wish to grant permission for you or your child to be photographed, please see the Customer Service staff for a Photographic Opt-Out form.

Acceptance of Terms and Conditions:

Upon purchasing program services from the Fine Arts Association, you agree to be bound by all of its terms and conditions and acknowledge your receipt and understanding of this Agreement. Copies of this agreement are found on our website, our Active registration platform at checkout, in your registration confirmation email, and at Customer Service.

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