SCA POLICIES AND PROCEDURES

Registration must be done in person at Solon Center for the Arts during normal business hours. Fees must be paid at the time of registration. Only receipt of payment reserves registration. Classes have limited enrollment. Program dates, times and instructors are subject to change. Tuition for late registration is not prorated.

SCA accepts cash, checks (made payable to Solon Center for the Arts), Visa, MasterCard, American Express and Discover. Classes are offered to residents and non-residents of Solon.

Cancellation The Center reserves the right to cancel classes due to insufficient registration prior to the start of the semester. If you are enrolled in a cancelled class, you will be notified promptly and be given the opportunity to move to another class (and pay or be refunded the tuition difference), to receive a gift certificate or to receive a refund.

Missed Private Lessons To be eligible for a make-up lesson, students must notify the Center 24-hours prior to missing the lesson. Students will only be allowed one makeup lesson from September to December, one makeup lesson from January to June and one make-up lesson from June to August, with 24-hours notice. Make-up lessons will be scheduled by the instructor at a suitable time for both parties during the semester if possible; otherwise, they will be held at the end of the session. Emergency make-ups are at the discretion of the instructor.

Refunds A $5.00 service charge will be assessed for EACH class refunded. Refunds after the class begins on the first day will be given in the amount of 50% of the registration fee. After the first day of class, there is a no refund policy. Refunds are handled through the City of Solon Finance Department and may take up to 3-4 weeks to be processed.

Withdrawal Policy

From a class To withdraw from a class, an adult must call SCA or go to the SCA front desk and speak with a staff member. A $5.00 service charge will be assessed on all refunds. Refunds processed after the class begins on the first day will be given a refund in the amount of 50% of the registration fee. After the first day of class, there is a no refund policy. If a refund is less than $10.00, a gift certificate will be issued for the remaining amount. Refunds are handled through the City of Solon Finance Department and may take 3 to 4 weeks to process.

From Private Lessons If a student withdraws from private lessons at any time prior to the *Last Date To Withdraw* date, the remaining amount paid (less charges for lessons taken or missed without 24-hours notice) will be refunded. A $5.00 service charge will be assessed on all private lesson refunds. If a refund is less than $10.00, a gift certificate will be issued for that amount. Refunds are handled through the City of Solon Finance Department and may take 3 to 4 weeks to be processed. Withdrawal from private lessons must occur at least 24-hours in advance of the scheduled lesson.

Last Date To Withdraw Policy Private lesson registration reserves each student's regularly scheduled lesson time for the entire semester. Late term withdrawal prohibits new students from enrolling and filling the instructor's vacant time. In order to ensure consistent enrollment during the final few weeks of the term, SCA has created a Last Date to Withdraw Policy. Students that withdraw after this date will not be eligible for a refund of the remaining lesson account balance.

ADA Compliance

The City of Solon does not discriminate on the basis of race, color, national origin, sex, religion, age or disabled status in employment or the provision of services. For information regarding compliance with the Americans With Disabilities Act of 1990, please call Peggy Weil Dorfman, ADA Coordinator, at Voice (440) 349-6327, TTY (440) 248-1176 or email at pweil@solonohio.org.

Photography Policy

Photographs are taken of programs and class participants at Solon Center for the Arts. These photographs are used to promote Solon Center for the Arts programming in future editions of the catalogue, various periodicals and online. Photo releases are available at the time of registration and/or online at Forms, Applications and Catalogues.