

## **Frequently Asked Questions**

### **Early Childhood Music Lab**

#### **ATTENDANCE**

##### **What should I do if my child is ill or needs to miss class?**

Please attend as frequently as possible. Ideally, your child would attend all sessions. If your child is ill, please feel free to rest at home. Illnesses are easily transmitted to other students and teachers, and we want to help everyone to stay healthy and recover quickly. If you do need to be absent please let us know. We like to track student absences just to be sure all is well with you. You can let either Laura Turley ([lturley@esm.rochester.edu](mailto:lturley@esm.rochester.edu)) or Mara Culp ([mculp@esm.rochester.edu](mailto:mculp@esm.rochester.edu)) know if you will need to miss a class. This is especially important for the first few weeks of class.

#### **BILLING**

##### **How and when will I receive my bill?**

Bills will be sent to the email address provided on the registration form. They are typically sent within the first month of the session. Payment is typically around the end of the session.

##### **How do I pay my bill?**

Payment may be made online or in person. To pay online, visit the ECMS website. To pay in person, visit the Eastman Community Music School (ECMS) Office (M-F 9am-6pm, Sat 9am-2pm).

#### **WITHDRAWAL POLICY**

##### **What is the withdrawal policy?**

Registering represents your commitment to attend and pay for tuition for the class. You will receive an email with confirmation of your status (accept or waitlist) prior to the start of class. Once accepted, you will be officially enrolled and tuition will be charged. If you wish to withdraw, you must do so by October 1st, after which you will be financially responsible for tuition. To withdraw, please write to Laura Turley ([lturley@esm.rochester.edu](mailto:lturley@esm.rochester.edu)) or Mara Culp ([mculp@esm.rochester.edu](mailto:mculp@esm.rochester.edu)). **As a reminder, tuition fees are non-refundable.**



## **PARKING**

### **Where should I park?**

Please be prepared to pay for parking. Paid parking is available on surrounding city streets, in a parking lot (73 Gibbs Street), and in the East End Garage across the street from the Eastman School of Music. All options are within a city block or less of the Miller Center, where classes take place.