



Headwaters Arts Program Policies (updated 2024)

OVERVIEW

Thank you for choosing Headwaters Music & Arts as your arts program!

In order to ensure that you or your child get the most effective and creative learning experience possible, we have established the policies outlined below. As an independent non-profit organization, we are committed to creating a positive and safe environment for its students and staff. For this reason, it is important that all students and parents/guardians understand and abide by the policies as outlined below.

DROP OFF/ PICK UP

Parents and guardians are required to enter the art studio or classroom to drop off/ pick up their children if they are younger than age 12. Parents/guardians are asked to wait until 5 minutes prior to the start of class to sign their child in. Headwaters Art Instructors are generally in the building prior to the start of class but they use that time to prepare and get ready for the class and don't have the time to watch students. We ask that students show up early so they can get the most out of each session.

TARDINESS AND MISSED CLASSES

Students will not be refunded or rescheduled for missed classes. Consistency and commitment are the keys to developing and mastering any pursuit, including art. We strongly encourage students to attend every class in order to advance their skills. If a

student must be late or miss a class we ask that parents inform the teachers in advance so they can try to plan accordingly. Teachers will do their best to catch students up but it should be expected that the student may miss some important concepts or skills by being absent.

If for whatever reason an instructor is tardy we ask that parents/ guardians wait with their student. If the instructor is later than 10 minutes we ask that parents call Executive Director Trica Andrews at 218.444.5606.

WITHDRAWALS

If for any reason you withdraw from a school year Art Club or Pottery Program a 30 day notice is required. At that time, we will recalculate the tuition for your final month to reflect the number of lessons that you have received (rather than the prorated fee). This may result in a small exit fee based on the number and cost of actual lessons. You will be required to pay this balance within 30 days.

If you have registered for summer camp or for another art or music class and need to withdraw, we require a two week notice prior to the start of the program. At that time, we will process your refund minus the program deposit.

DISMISSALS

Regrettably, we reserve the right to dismiss a student if any of these circumstances occur, or if there are significant breaches to the Code of Conduct listed below.

- Failure to pay fees on time
- Persistent absences
- Uncooperative attitude
- Demonstrated lack of interest
- Failure to follow practice expectations as instructed
- Failure to follow safety instructions
- Lack of readiness
- Inability or refusal to follow safety guidelines.

We will offer a refund for the remaining days of the program if a student is dismissed by Headwaters Music & Arts.

CODE OF CONDUCT

Headwaters Music & Arts does not discriminate against groups or individuals on the basis of race, color, creed, sex, sexual preference, or national origin. However, Headwaters reserves the right to deny access to its facility or programs to any group or individual should the Executive Director and/or Headwaters Executive Board find that a participant's involvement would be detrimental to Headwaters and/or its mission or goals.

SECURITY/SAFETY

In addition to art lessons, many group classes, private music lessons, rehearsals and performances take place in the building. Please stay in your car or outside the art room door when waiting for your class to begin. All students and guests are expected to maintain respect for others, including speaking quietly and walking rather than running. If there are building issues such as a running toilet or faucet, or

we are out of hand towels, please let your instructor or one of our staff know. While we keep a lost and found box in the lobby, Headwaters Music & Arts cannot take responsibility for items that are left or lost while in the building.

Please enter and exit through the main door at the front of the building. Parents are expected to come into the classroom/ Art Studio to sign your child in and out. For your child's safety we ask that the person who is picking them up take the time to get to know the instructor and make eye contact with the teacher during sign in/out so she/he knows your child is safe. If your class is in the evening or during a weekend, you could be among the final students for the day. Please note that the front door is typically locked immediately following the final student's arrival for the day.

Headwaters Music & Arts will be held harmless for injuries or personal damages occurring on premises.

ART PROGRAM AND TEACHER EVALUATIONS

While we encourage feedback at any time regarding our services, you will be provided periodic opportunities for formal feedback in the form of a Student/Parent Satisfaction Survey. We encourage you to take the opportunity to provide any positive feedback or to constructively address areas of concern.

Thank you for your commitment to art education and for trusting us to make this a meaningful and positive experience. We are glad you're here!

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