



Terms and Conditions

Individual Services

Welcome to Spectrum Creative Arts! We are looking forward to having you join our growing community!

Below is an overview of our policies for all students receiving services through Spectrum Creative Arts. In order to begin services with us, please sign this document and return an original copy to our front office.

Scope of Services

Spectrum Creative Arts provides a variety of creative arts programming, including (but not limited to) art, music, theatre, and dance instruction, as well as music and art therapy. Your current services are outlined in the "Individual Student Information Form". You may choose to add or change your services at any time. We ask that any additional or changes to services be communicated directly to the front office. The policies listed below cover any and all services you can access through Spectrum Creative Arts.

Fees for Services

We offer all individualized instruction and therapy services in increments of 30-, 45-, and 60-minutes. Rates for any individual service are:

Individual Services	
30 minutes	\$32.50
45 minutes	\$48.75
60 minutes	\$65.00

Spectrum reserves the right to change our rates over time, and usually do so about once per year. You will be notified of any upcoming changes to rates in writing with at least thirty (30) days' notice.

Off-Site Mileage

Services that take place in the community (off-site) art subject to a community mileage fee. This fee is calculated (using the current IRS mileage rate) round-trip from

Spectrum Creative Arts at 3300 Monroe Avenue, Rochester, NY 14618 to the service location.

Billing and Payment

We bill ongoing Services on a monthly basis and our bills are usually sent by the fifth (5th) day of each month following the month in which the billable Services were provided. Payment is requested by the due date indicated on the invoice. We reserve the right to discontinue Services should any bill be unpaid for sixty (60) days. We will also charge you a late payment fee, applied monthly and not to exceed 2.5% of the total invoice balance due, for any unpaid balance of more than fifteen (15) days.

Responsibility for Payment

You are responsible for remitting all payments and fees, in full, by their assigned due date. While you are welcome to seek out reimbursement for Services from a responsible third-party ("Third-Party Reimbursement") you alone remain responsible for the following:

- Obtaining reimbursement
- Filing Third-Party Reimbursement paperwork with Spectrum front office
- Notifying front office of any changes in reimbursement plan (including contact information for billing)
- Making payments for Service fees should reimbursement fail to cover Services or fees for any reason
- Making payment for Service fees that are not covered by Third-Party Reimbursement. This includes, but is not limited to, charges incurred prior to Third-Party Reimbursement being secured and late fees due to delays of the third-party in submitting payment of Service fees.

Services Withdrawal and Refund Policy

Any request to withdraw from classes or individual lessons must be submitted in writing or via e-mail to the Spectrum front office at office@spectrumcreativearts.org. Verbal or phone requests will not be honored. You are responsible for paying all service fees up to the date that we receive your request to withdraw.

Students who withdraw from pre-paid classes during the first week of the semester/class will receive 100% credit for the tuition in the form of a Spectrum Gift Card.

Students receive no refund if they withdraw after the first week of classes.

Absences and Cancellations

In the event that you or your instructor/therapist must cancel an upcoming session, Spectrum's cancellation policy is as follows:

- If you are unable to attend a session, your parent/guardian must contact the instructor/therapist at least 24 hours prior to the scheduled session. Upon providing appropriate notification of absence, the instructor/therapist will work with you to schedule a make-up session at no additional charge.
- If you are unable to provide 24 hours' notice for a session cancellation, you will be charged the full amount for the missed session. No make-up sessions will be offered.

- If the instructor/therapist must cancel a session, he or she will work with you to schedule a make-up session. You will not be charged for the cancelled session.

Exceptions to the 24-hour cancellation policy may be made in the event of the following:

- Inclement weather
- Documented family emergency
- Documented serious illness/medical emergency

We sincerely thank you for selecting Spectrum Creative Arts to help you pursue your creative journey. We appreciate the trust you have placed in us and pledge to make every effort to satisfy you with our services.

Accepted and Agreed to:

Date

Signature of Parent/Legal Guardian
(if Student is under 18 years)

Date