



FREQUENTLY ASKED QUESTIONS

REGISTRATION AND MAKE UPS

How do I register?

Please call us at 630-585-6000, or e-mail at napervillemusicacademy@gmail.com to find out about available time slots. The tuition payment is made at the time of registration. Once the tuition is processed the slot is reserved and the student can start attending. The registration and tuition payment must be made ahead of time.

Can I enroll my child even after the quarter has started?

Absolutely! Our lessons and classes are designed for individualized approach to teaching, which allows us to start new students at any time in the year. The student, beginner or experienced, will be taught at their own level no matter when they start.

Can I receive a make up for cancelled lesson?

Yes. Lessons cancelled by 8 pm the day before the lesson are considered timely cancellations and can be made up, online, at a time most convenient for you and the teacher. Each student is eligible for 3 make ups per semester for timely cancelled lessons. Late cancellations and no-shows are not made up.

If something unexpected happens you can always have the lesson online at your day and regular time. You just need to contact your teacher before the lesson to send you the zoom link.

My child is often suddenly sick, should we sign him/her up and can we receive make ups for sudden cancellations?

We are happy to offer make ups for 3 timely cancelled lessons per semester, which are lessons cancelled by 8 pm the day before the lesson. If something unexpected happens, just contact NMA or your teacher and have the lesson online. That way, the student wouldn't lose the lesson due to the late cancellation. Unfortunately, teachers' schedules do not allow them to make up lessons cancelled late or no-shows. In order to treat our students fairly, we apply the same cancellation policy towards all NMA students.

Please feel free to call us or e-mail if we can offer additional clarifications.

Contact US:

630-585-6000

napervillemusicacademy@gmail.com