

## **Music Together with Kelly Heinze – Policy Form**

### **Refund Policy**

You will receive a full refund or credit toward a future class if you make a request to drop the class before the session begins. You will receive a full refund or credit toward a future session (less the cost of the music) if you drop before you have completed your first 2 classes of the session. After week two, pro-rated credits may only be issued upon review of individual circumstances.

### **Make-up Policy and Absence**

- **Two** make-ups per child per session on a space available basis. Make-ups cannot be carried over to other sessions. If time allows, extra make-up classes may be added to the schedule.
- Please only call the voice mail if you know 24 hours in advance that you are going to be absent. Your spot may be used for someone else.
- **MAKEUPS** – are scheduled online from the home page of the website. Click on the link and enter the following password: **cloud4354**. If you don't have online access, call the voice mail to schedule. We need **48 hours** to schedule a makeup.

### **Class Closings**

Classes may be canceled in case of bad weather. IF FULL SESSION DOES NOT OCCUR DUE TO SNOW DAYS, OR OTHER ACTS OF NATURE, MONETARY REFUNDS ARE NOT AVAILABLE. CREDIT TOWARD FUTURE CLASSES WILL BE GIVEN TO THOSE AFFECTED. In general, if the Maplewood/South Orange schools are closed due to inclement weather, Music Together classes will be cancelled also. All holidays we close for are listed on the top of this notice. Classes may also be cancelled due to teacher illness if a substitute is not available. All cancelled classes will be made up at the end of the session. CALL THE VOICEMAIL OR CHECK THE WEBSITE FOR WEATHER CANCELLATIONS (Updates page).

### **Classroom Etiquette**

- Please turn off cell phones or use the vibrate option if you must have it on. Phone calls should not be accepted during class time.
- Drinking and eating must take place outside the classroom to avoid distractions. Nursing is acceptable in class.
- Do not leave class early if at all possible. Putting on coats and gathering things is distracting to others.
- Always wipe off instruments with alcohol when your child has placed them in his mouth.
- If your child is crying, use your best judgment as to when she should be removed from the room to calm down.
- Allow your child the freedom to roam, but always BE ALERT. So space is completely child-proof.
- Keep socializing with other adults down between songs. Enjoy trying to create a completely musical environment – if you're socializing, you may miss important musical developments in your child. Too much socializing during class can be over-stimulating for the children.

### **Siblings and Other Guests**

- YOU MUST CALL THE VOICE MAIL 24 HOURS IN ADVANCE IF YOU NEED TO BRING A GUEST ( more than 2 adults per child) OR A STUDENT'S SIBLING. There is a possibility that there will not be room for guests. If you call 24 hours in advance and do not hear back from the office, you may bring the guest.
- A guest may not come more than one time per session.
- You must pay \$10 extra per class that you bring a non-registered guest age 6 or younger, whether they participate or not. No exceptions please. The \$10 is payable to your teacher.
- If you do not call in advance, you may be asked to leave. This is not meant to be harsh; rather there are a limited number of instruments and teachers do not want to hurt any child's feelings by having to deny them an instrument. Also, it is unfair to current clients to overcrowd classes.

**[Click here to return to the registration page](#)**