

Enrollment Policies

~Siblings~

Due to the nature of 'Our Time' and 'Village' classes, it is important to maintain the bonding time between you and your child. We can only accommodate **non-enrolled** siblings if they are content to stay in a capsule or pram.

We will consider emergency exceptions.

Supplementary home materials packs are available for siblings if both children are enrolled in the same class.

~Refunds~

Only in extenuating circumstances will refunds or credit vouchers be possible. Only the **tuition portion** of your fees are refundable. All refund requests will be considered on an individual basis, so please discuss any concerns with your teacher. We expect a minimum of 5 classes to be attended before considering a refund. This will give your child enough time to settle in to the class and begin to participate. **The cost of *At Home Materials* and a \$20 processing fee are non-refundable.**

~Cheque Payments~

Cheques are to be made out to 'Jo Harders' (not Kindermusik). Cheques that bounce will incur a possible fee.

~Missed Classes~

Classes are not held on public holidays or during school holidays. Classes missed due to teacher absence will be rescheduled. In order to maintain stability in our classes, please commit to your regular class time. Please don't bring a sick child to class, especially in the cases of contagious illnesses. Let us know when enrolling if you are likely to miss more than 2 weeks as a single block due to a holiday so we can arrange a special pro-rata enrolment. If you miss a class, you can attend a free make-up class at the end of the semester (subject to availability).

~ Class time~

Plan to arrive 5-10 mins early for class. Arriving a little before class provides time for your child to settle in to the musical environment as they prepare to enjoy exploring instruments, reading books or listening to music. We do request that toys, juice cups and dummies be kept out of sight and that snacks be finished prior to class. Be sure to dress comfortably.

During class, the most important thing you can do for your child is to be an active and patient role model. It is not uncommon for a child to attend several classes before feeling comfortable in class. Don't be discouraged - what a child is absorbing in class is often evidenced in the comfort of the home environment rather than in a certain level of participation in class. The understanding and consistency of the parent or caregiver in class and at home are key to facilitating musical learning and growth.

We love to see parents and families getting to know each other before or after class, but ask that **during** class time you remain focused. When you are an active, focused, enthusiastic participant in the class activities, your child will model your actions and focus more fully too.

The classes you attend each week are only the first step in your child's musical learning experience. You and your child will benefit enormously from the Kindermusik experience, especially if you make active use of your ***At Home Materials***. Frequent reinforcement at home throughout the week makes all the difference in a child's comfort and participation in the classroom. This also gives other members of your family the chance to share in the Kindermusik experience.

Above all, ENJOY YOURSELF! Our aim in Kindermusik is to foster a love of learning through fun and music.