

## **Tiny Tinkles Music Studio Policies for Group Classes**

### **Class Cancellations:**

In rare instances a class that a parent signed up for may be cancelled for the upcoming or current session. If this occurs that parent will have the option to switch to another class time or receive a refund.

### **Missed Classes and Make-Ups:**

There are no make-up lessons unless I cancel your lesson. If I need to cancel your lesson, I will give you a make-up lesson at a time that is convenient for both of us and notify you as soon as possible. No cash refunds will be given on make-up lessons.

### **Cancellations and Refunds:**

There are no cancellations or refunds. In cases where a student is very ill for a lengthy period of time, a consideration will be given by Ms. Deb.

### **Sickness:**

For the benefit of all other children, parents must keep sick children at home. Tiny Tinkles Music Studio reserves the right to send a child home if they are visibly sick.

### **Medical Emergencies:**

In the case of an emergency, Ms. Deb or someone at the facility will call 911. Tiny Tinkles Music Studio and the Chilliwack Mall do not have medical staff available, and they cannot provide emergency or other medical treatment.

### **Classroom Etiquette:**

For the enjoyment of all parents, caregivers and children, we ask that parents & caregivers follow our terms of classroom etiquette:

- 1) Please turn off your cell phones or set them to vibrate. If parents need to take an emergency call, they should step outside the classroom with their child.
- 2) If a child becomes upset & is disrupting the class, parents are advised to step outside, comfort their child and return when their child feels better.
- 3) Talking amongst parents during class is strongly discouraged so that parents can focus on their child's development. (Talking & building community is highly encouraged before or after class.)
- 4) Please arrive a few minutes before class begins.

### **Safety Protocol**

- 1) Parents or attending caregivers should never do anything or have their children do anything that feels unsafe or physically uncomfortable
- 2) Parents or attending caregivers must supervise their children at all times or designate a trusted adult to supervise their children in their absence.
- 3) Parents or attending caregivers are not to leave their child unattended for any reason.

### **Sibling & Guest Policy:**

Younger siblings, under 8 months old, are welcome to attend class for free! Spouses, Grandparents, and Nannies are also welcome and encouraged to participate.

**Food in the Music Studio:**

To maintain cleanliness, food is prohibited in the classroom, except in the case of Birthday Partie. It is recommended that parents feed their children before or after classes, though they may step outside if their child needs food during class.

**Personal Belongings and Studio Environment:**

In order to keep Tiny Tinkles Music Studio clean and a safe learning environment, we require a shoe free studio. Socks are highly recommended. As you enter the studio, please proceed to the waiting room, and leave your belongings there.

**Bad Weather**

Parents will be contacted with pertinent information via email, or our facebook page [www.facebook.com/tinytinkles](http://www.facebook.com/tinytinkles).

**Change of Information:**

To protect the welfare and safety of all children, parents must notify their Tiny Tinkles Music Studio in writing of any change in address, telephone number, medical information, caregiver information or emergency contact information.

**Photo & Video Release:**

Parent agrees that Ms. Deb might take photos or videos during the class. Ms. Deb will never take pictures or video without your knowledge. She will announce if pictures or video IN ADVANCE before the class, and ask for permission. Pictures and Videos are a key to promoting the business and reporting with The Learning Groove for educational purposes. Approximately 1-2 classes per session might be designated for photos and/or videos. Names of Children will never be listed in pictures or videos. Please speak to Ms. Deb in advance if you do not give your consent to have their picture or a video of them published.

**The Tiny Tinkles Music Studio E-mail List:**

By registering for Tiny Tinkles music classes, parents will automatically be added to the e-mail list. Parents may unsubscribe at any time. Tiny Tinkles Music Studio will never share your email for any reason.

**Protection:**

If any child or caregiver creates a situation that in the sole discretion of Tiny Tinkles Music Studio creates an unsafe or unprofessional environment, then Ms. Deb has the unilateral right to revoke the enrollment of the offending party. Should this extreme situation happen then the offending family will be issued a full refund for the unused portion of your enrollment fee minus \$30.

**Liability Waiver:**

The enrolling family understands that participating in physical activities during Tiny Tinkles Music Studio's music classes, even with proper supervision, may result in serious injury, illness, or even death. The enrolling family hereby relinquishes the Instructor of this class, all parties working with him/her, the facility hosting classes, the makers and owners of all equipment and props used herein, and all other participants in these activities, of any liability whatsoever relating to their participation in these activities, and agrees to inform their instructors of any and all factors which may affect their child's ability to participate in these activities, including but not limited to, disabilities, illnesses, or injuries. The enrolling family understands that they participate in these activities at their own risk.

**Policies & Terms Agreement:**

By registering for Classes at Tiny Tinkles Music Studio, the enrolling family agrees to follow all policies and procedures stated above. Non-compliance with Tiny Tinkles Music Studio policies and procedures may result in termination of enrollment. Tiny Tinkles Music Studio has the right to update policies at any time.