

MINI MUSIK presents KINDERMUSIK

COURTESY INFORMATION

1) Register Early

- Although you may join our classes at any time throughout the term, we encourage you to register early since class sizes are limited and many fill quickly. Registering three weeks before classes are scheduled to begin also ensures that we will have your child's materials for you at your first class.

2) Payments

- NO PAYMENTS OF ANY KIND WILL BE ACCEPTED IN THE CLASSES. All payments must be made prior to attending classes.
- No cash is accepted.
- You are responsible for making sure payments are received on time. A fee of \$10 will apply for late payments.
- Minimum deposits are non-refundable.
- If direct deposit, please include your child's name in the description or provide details of bank branch and date of deposit.
- Discounts are only available if attending current classes AND at least the minimum deposit is received 3 weeks prior to the first day of Kindermusik term/semester. No extensions will be accepted.

3) Refunds

- Tuition fees are non-refundable. However, they may be requested due to an unexpected family move or serious illness necessitating withdrawal from class. In most situations, a credit voucher for a future session of classes may be given instead of a refund. Any refund requests will be considered on an individual basis and should not be assumed. There is a non-refundable \$20 administrative fee for processing any refunds.
- However, all tuition fees (including deposit) are fully refunded if, for any reason, classes do not proceed and have to be cancelled for that term/semester.
- At Home Materials can neither be refunded nor returned.

4) Make-up Classes

- Classes will be made up in the event of teacher illness or inclement weather. We will notify you of the cancellation and the scheduled make-up day.
- If you need to miss a class for any reason, we request you let us know your intention not to attend.
- Makeup classes are limited to 2 per term. In order to be eligible for makeup classes, you need to let us know of your intention not to attend your usual class by contacting the office or text your teacher. Call the office and leave the date, day and time you wish to attend a makeup class. We will call you back if you will be unable to makeup a class at that time. Please give at least 24 hrs notice to attend a makeup class.

- PLEASE NOTE THAT NO MISSED CLASSES WILL BE CREDITED OR REFUNDED. You may consider requesting a friend take over your classes if you plan to be away for an extended period or call the office for other arrangements.

5) Illness

- An unfortunate fact of life, children get sick. Particularly at this age when their immune systems are developing. Although we are all surrounded by various viruses and other bugs all the time, we request that you use your discretion and do not bring sick children (or adults) to classes (remember you have 2 make-up classes per term). If you bring an infectious child to classes, we reserve the right to ask you to leave to prevent the spread of nasty bugs throughout our Kindermusik community (it is unfair to your child, the other children, parents and the teachers, who are endeavouring to stay well and keep the classes running)

6) Non enrolled siblings/Other children

- Village and Our Time - non-enrolled siblings under 7 months are welcome but MUST be placed in a stroller/basinet or other "safe" place. The Complete Child and You and its teachers can not be held responsible for injury to your younger child where this policy is not followed.
- It is ideal for a parent to bring only the enrolled child(ren) to class in order to give full attention to that child and fully participate in class. Emergency situations are considered, however, so please ask if a non-enrolled sibling must "tag along".
- Arranging care for your younger sibling is a parental responsibility. If you wish to find another parent who may like to arrange a shared carer/nanny for the duration of the class, please contact the office for contact details.
- Imagine That! - non-enrolled siblings are welcome to join in with the class in the last 15 minutes with the parent/s.
- If you wish to bring a friend's child or another family member, please let your teacher know ahead of time. If contacting us on the day, please text your teacher's mobile, ph 9660 9138 or email. Please note that emails are usually not accessed during teaching times.
- The classes are not a child care service. If a friend's child has to attend on a one-off basis, payment will be required unless other arrangements have been made with the office.