



MUSICRAZY
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Courtesy Information and Class Policies

Choosing a Class

The age recommendations outlined for Musiccrazy classes have been carefully constructed to best group children in an age-developmentally appropriate way. Therefore, it is important that your child is at least the minimum age by the start of the semester for the class in which you are enrolling. If you have any concerns about your child's success in a particular age-range, we are happy to discuss your child's individual needs and find the most suitable class for him/her.

Register Early

We welcome families at any time and charge on a pro-rata basis. However, all class sizes are limited and can fill up very quickly. Also, registering at least 3 weeks prior to the start of term ensures the At Home Materials will be available for your child at the first class of term.

Payment & Enrolment Confirmation

An enrolment form and non-refundable registration deposit must be received before your place in class is confirmed. You will receive confirmation via email. Full payment is required by the 1st week of term. Payment plans can be organised for Our Time/Family Time/Imagine That.

Refund

Catch-up classes will be offered in lieu of missed classes. Please notify us in advance if you are unable to attend in order to qualify. Under extenuating circumstances, we may offer a tuition credit or refund on a case-by-case basis. The initial registration deposit is non-refundable. A \$20 handling fee applies.

Make up Class

If the teacher is not able to make class, a make-up class will be offered. We will notify you of the cancellation and make arrangements for the alternative class. Make up classes are also available for non-attendance due to sickness etc., as long as the office is notified prior to the normal class.

Siblings

Due to our small studio classes can only accommodate non-enrolled siblings less than 6 months. Emergency exceptions are considered, so please call us prior to class if required. Sibling discounts offered for those wishing to enrol two or more children in the same or different classes. **Family Time** is the class best suited to two or more children.

Making the most of Your Class

Plan to arrive **5-10 minutes early** for class to provide time for your child to settle into and explore the musical environment. Your joyful and helpful participation in class will enhance your child's learning and pleasure. This applies to visitors and substitute carers as well.

At Home Materials & Participation

The kits are an integral part of all Musiccrazy programs. Frequent playful reinforcement at home throughout the week, ensures your child will feel comfortable in class and want to participate and prepares your child for the discipline required to practise an instrument.

Visitors

Please notify the office if you wish to bring a visitor. Musiccrazy reserves the right to ask a visitor to stay in the waiting room if the class is full. Maximum 2 visitors in each class.

Sick Children

If your child(ren) is(are) too ill to attend school, pre-school or day care, they are also too ill for music. Thank you for your understanding.

Class Behaviour

Like all of us, every child can have a bad day. If crying, please quietly slip outside with your child and return when settled. In **Family Time**, this may mean taking both children. Please remain on the premises at all times. The physical needs e.g. visits to the toilet and emotional well-being of the child e.g. tantrums are the parent's responsibility at all times. This is covered in more detail in the House Rules.