Waivers & Policies

Thank you for choosing our classes for your little one! To ensure a positive experience for all families, we ask that you review and agree to the following policies. By enrolling in our classes, you agree to these terms.

Class Schedule and Fees

- **Switching Class Times:** We understand that schedules can change! If you need to switch to a different class time, we are happy to accommodate the change for a $10 fee per switch. Please notify us at least 24 hours in advance to ensure availability and avoid additional fees.

- **Refunds:** Refunds can be issued for cancellations if requested at least 48 hours before the start of a term, subject to a $20 processing fee. Once the first class of the term has begun, no refunds will be issued for the remaining classes. Refunds are not available for individual classes, including missed classes or cancellations. If you have a scheduling conflict for one of the weeks, you can contact our admin team to see what options may be available

- **Damage Fees:** We understand that accidents can happen, and we appreciate your understanding that quality instruments are costly. If an instrument is damaged (e.g., rips, stains, soiling, breakage), please notify the instructor or the administrative team promptly. Depending on the extent of the damage, a fee may be required to cover cleaning, repair, or replacement. This helps ensure a safe and enjoyable experience for everyone in the class. A list of instruments and associated costs can be found in Appendix A and Appendix B:

Appendix A (Weekly Instruments)	**Appendix B (Unique Instruments)**
● Egg Shakers (2) – $4 ● Scarf – $2 ● Rhythm Sticks (2) – $5 ● Tambourine – $16 ● Jingle Bells – $5 ● Sunny the Sonata Bear – $20 ● Keyboard – $850 ● Triangles – $5	● Handbell – $14 ● Mini Pianos – $175 ● Ukulele – $100 ● Guitar – $190 ● Bongos – $85 ● Boomwhackers – $55/set ● Djembe – $600 ● Shell Shaker – $30 ● Cowbell – $30 ● Cabasa – $30 ● Guiro – $30

Indoor Shoe Policy

Little fingers touch our floor, so leave your shoes at the door! To maintain a clean and safe environment for everyone, we have a strict indoor shoes-only policy in our studio. Please bring a pair of slippers, or clean & non-marking indoor shoes to wear inside (socks are also an option); outdoor footwear must be left at the entrance.

Behaviour Expectations

We strive to create a welcoming and supportive environment for both children and parents. Our classes are designed to be fun and educational, and we ask that all participants, both parents and children, respect one another and the space.

- **Toddler Behaviour**: We understand that toddlers are still learning to manage their emotions and interactions with others. We ask that parents help guide their child's behaviour by staying engaged and using positive redirection when necessary. Occasional outbursts or moments of frustration are normal for toddlers, and we are here to support your child's growth and development.

- **Disruptive or Aggressive Behaviour:** While we understand toddlers may have moments of frustration, we also want to ensure a safe and positive environment for all participants. In the event of ongoing disruptive or aggressive behaviour, we may ask the child to take a break from the activity to help them reset and prevent disruptions to the class. If a pattern of disruptive behaviour continues, we will work with parents to find a solution, which may include temporary suspension from the class.

- **Parent Participation:** We ask that parents or guardians remain actively engaged during class, helping to guide their child's behaviour and ensuring a positive, respectful environment for everyone. If a parent or guardian is observed being disruptive or disrespectful toward the instructor or other participants, we may ask them to leave the class for the day.

Liability Waiver

By enrolling in our classes, you acknowledge and agree to the following:

- You are responsible for the well-being of your child during class.
- In the event of an injury, accident, or health concern, you understand that the instructors and facility are not liable for any medical costs or other expenses resulting from an incident.
- Parents are required to be in class with their child at all times.

Health & Safety

- **Health Requirements**: Please ensure your child is healthy and free from illness before attending class. We kindly ask that children with any contagious illnesses (fever, cold, etc.) refrain from attending until they have fully recovered.

- **Safety Guidelines:** Our instructors prioritize the safety of every child during class. We ask that you ensure your child's clothing and footwear are safe for active movement. All personal items should be safely stored to avoid tripping hazards.