



MYC Victoria Royal Oak Studio

Music Pups & Sunrise Policies September 2011-August 2012

Registration: Registrations are handled on a first-come, first-served basis. A seat for your child will be reserved in the selected class as soon as we receive a completed registration form and related fees. If a class is full, we will maintain a waitlist and contact you when a spot becomes available. Or, if you prefer, we can refer you to another teacher.

Parent Participation: Parent or caregiver participation is required for all classes. Adult involvement is key to a child's success. By participating in class, adults become aware of children's learning styles, strengths and interests, and are able to guide them during music time at home. Previous music education is not required to be a successful guide. However, it is recommended that the same adult participate throughout the session to maintain consistency for the child. Also, please refrain from visiting with other parents during class.

Communication: Your child is important to us! We appreciate you keeping in touch with us on a regular basis so we can monitor your child's progress and provide encouragement and support along the way. Please feel free to contact us about any concerns or struggles you are having. Most problems can be resolved quickly by talking together and finding creative alternatives for your child.

Siblings: Siblings of all ages are welcome in Music Pups classes. Second children from the same family may attend Music Pups classes at a discounted cost and siblings under 9 months of age on the first day of class may attend for free. Your undivided attention is essential to your child's success in Sunrise classes and therefore, siblings who are not registered for the class are not permitted to attend. Mothers may bring newborn babies to class, on occasion, if alternate arrangements are unavailable.

Punctuality: Please arrange to arrive for class 5 minutes early each week. Classes will begin and end on time, so please be considerate of the rest of the class by being punctual. Should you be late, please enter class as quietly as possible.

Studio Parking: Please park on the road outside the music studio or in reserved spots in the parking lots. Parking spots 17, 18, 19, 21 and 22 are reserved in the lower parking lot and parking spots 9 and 10 are reserved in the upper parking lot. Please remember to supervise children carefully if they are near the road or in the parking lots.

Music Studio: No food, drink (other than water) or gum is permitted in the studio or waiting area. Coats and shoes should be left neatly in the front entrance area. Please supervise your children at all times and ensure that there is no running, jumping, climbing or other kinds of rough play. Please help to keep the waiting area tidy by putting toys away before going to your class. Please try to keep voices quiet while you wait so as not to disturb other classes. Also, please wash your children's hands before coming into the music studio.

Discipline: We promote mutual respect and cooperation in order to foster a fun, positive environment for musical learning and self-expression. We respect and understand that children learn and express themselves in a variety of ways, and we encourage children to "be themselves" during music class. On occasion, a child may express themselves in a way that is disruptive to others in the class. If this happens, do not worry -- it has happened to all of us! Try talking quietly with your child or feel free to leave the class for a few minutes. If you choose to leave, simply re-enter class and join back in the lesson when you feel comfortable.

Absences: If you are unable to attend a class, please try to contact the teacher at least 24 hours in advance. The teacher will let you know of other classes on other days that you could attend in place of the missed session.

Class Cancellations: Classes with insufficient registrations are subject to cancellation, and class dates/times are subject to change. If a lesson is cancelled one day during the session, the Teacher will schedule a make-up class at a time that is convenient for most of the students. If your family is unable to attend the make-up class, the lesson fee for the cancelled class will be refunded. No refund will be given or make-up class scheduled for classes cancelled due to circumstances such as poor weather, power outages, etc.

Refunds: Curriculum fees are non-refundable after classes have begun. A refund of lesson fees for classes not yet attended will be given if written cancellation is received before the second class. The lesson fee for the second class will be due. A withdrawal fee, equal to the cost of two lesson fees, is due for cancellations received before the first class. No refund will be given after the second class, or for missed classes. A \$25 processing fee will be charged for NSF cheques.

Moving and Transfers: If you are moving or wish to transfer to another teacher, we will gladly assist you in finding a new teacher.