

## Policies and Procedures for Heartsong Music

- **Cancellation Policy:** Full Tuition refunds will be issued until 2 weeks before the session start date. Refunds will be issued by check. After that there is a \$45 cancellation fee. No tuition refunds will be issued after the first class day of the session. Credit toward future classes is issued only in exceptional circumstances on a case by case basis. Families using the installment payment plan agree to pay the full semester tuition regardless of enrollment status.
- **Classes - Make-up Classes:** For your convenience, 2 make-ups are available in case of illness or vacations during the session. We have an on-line Make-Up Scheduler available on our website, [www.HeartsongMusic.net](http://www.HeartsongMusic.net), in the "Our Classes" section. Click on the "Make-up Scheduler" on the left-hand column. You can schedule this with or without an account. You can see which classes are available for a specific teacher, for a certain week, or a specific day of the week. Then you will reserve your spot in an already existing class. The teacher, our office, and you will be automatically informed of your make-up via email. Make-ups can be done ahead of time in the case of a planned absence.
- **Inclement Weather:** If AISD cancels school due to inclement weather, we will cancel classes as well. If AISD has a 2- hour delay to the start of school, our 9:30am and 10:45am classes will begin at 10:00am and 11:00am.
- **Class Size and Teacher Assignment:** Class size is normally a minimum of eight and a maximum of twelve children. Exceptions may be made in unusual circumstances at the discretion of the director, and occasionally make-ups may contribute to more than twelve per class. Teacher absences will normally be covered by a substitute from our faculty.
- **CDs, Songbooks, Guides:** Play your two CDs at home and in the car as frequently as possible, especially during the first weeks of class. Make it available for your child to listen to while she/he is playing, riding in the car, and before nap or bedtime. Use the songbook to help you remember the songs and you can also play along with an instrument. At bedtime or naptime, try using the songbook instead of a regular book. New parents will receive Music Together at Home - Helping Your Child Grow Musically. Be sure to read this informative booklet and watch the enclosed DVD. It will help you and your child get the most out of the program and enhance your classroom experience.
- **Sibling Policies:** We welcome children from birth through age 9 to register for classes. Older siblings may visit once per semester, pre-arranged with the office and teacher. Any child attending class on a regular basis must be registered for class. Babies 10 months and under at the time of registration are admitted free with a registered sibling. Please provide your baby's name and birth date.
- **Drinks ONLY in Class:** Liquids are fine to have in class (water bottles, "no-spill" sippy cups, or regular bottles). Please respect our facility (as well as those with food allergies) by keeping food out of the classroom. It's hard to sing and eat at the same time. We do not want a child to choke while singing. Also, avoid chewing gum. While singing, the gum can get lodged in the throat (for adults, too!). Be sure to place coffee cups in a high, safe place.
- **Illness:** Please be sure to sanitize your hands before and after class to help keep our environment as free of germs as possible! Please do not bring yourself or your child to class if anyone has a contagious illness. The rule with fevers: you and your child must be free of a fever for 24 hours without using a fever reducer medicine before you can return.
- **Lost and Found:** Please be aware that we have a Lost and Found bin in the back of the studio next to the changing table. Be sure to check this from time to time to ensure your child does not have something needing to be found!
- **Children's Work Area:** Please show your child how to restore their work. A large part of the Montessori classroom is putting ones work away before getting out another piece of work. Even the young toddlers enjoy creating order. In fact, 2 to 4 year old children are in the sensitive period for order. They desire everything to have its designated place in the environment and for everything to be in its correct spot. So encourage your child to put one item away where they found it before getting out something else. You can show by example: giving a lesson without saying a word. Thank you for helping us create a Montessori environment for our children.
- **Talking in class:** Please be mindful of not talking when you are in class. This will help keep it a "Singing Only Zone" and allow everyone the opportunity to get the most out of their experience in class while singing and making music together. Remember that your child is so connected to you, that if you are talking they want to hear your words, and then they are not able to hear the music that is going on in class! - Cell Phones: Please limit your use of cell phones as this is distracting for other families in class, and it also keeps you from being completely present during the music making. Also, please remember to turn off the ringer on your cell phones before class.
- **Photos in class:** A photo consent form must be completed from each parent if group photos are taken. We understand that families may want to share their experience with friends and family with photos, and there are some great photo opportunities at Heartsong, so if you would like to take photos in class, please ask your teacher for permission. Taking photos during class can be distracting for other families in class, and some families feel strongly about not having their child's image on film. If you have arranged a good time to take photos during class with your teacher, the photos must be of your child and no other children in class, unless permission forms have been completed.