

Policies and Procedures

- **Pop-up, jingle jam and drop-in classes are non-refundable.**
- **Refund Policy:** %100 refund will be issued to you if the class is cancelled due to insufficient enrolment and an alternate class is not an option. Minimum enrolment per class is 6 children. **No refunds are issued after the start date of a session.** No exceptions. A \$35 admin fee will be charged if you cancel your seat before the start of the semester. Tuition/class credit is non-transferrable to other families.
- **Class size:** Maximum 12 seats per class. Please note, sibling infants under 9 months do not take a seat.
- **Class Cancellations:** Sometimes classes don't fill the way we would like before the start of a semester. If this occurs, we will attempt to transfer you to another open class. Music Together Giggle & Groove reserves the right to cancel classes due to low enrollment. In such a case, a refund for unused classes will be given.
- **Siblings:** The reduced sibling rate is exclusively for siblings and is not intended for cousins, nanny-share situations, or friends of an enrolled child. If an older or unregistered sibling needs to attend class with you, that's fine! They can attend one class for free, but please notify Erin in advance. A second sibling visit is encouraged with a suggested \$15 donation to the scholarship fund. Siblings may visit no more than three times; after that, they will need to pay for a seat.
- **In the event of inclement weather, we will notify families via email and text as soon as possible. If classes are canceled due to extreme weather or unforeseen circumstances such as power outages, we will add make-up classes when possible and offer alternative time slots. No refunds or credits will be provided for weather-related cancellations.**
- **Teacher Illness:** If a teacher is ill, we will make every effort to arrange a substitute. If a substitute is unavailable, we will offer the option to make up the class at a later time and may add an additional class at the end of the session if possible. Refunds or credits will not be provided for missed classes due to teacher illness.
- **Make-up Classes:** If you miss a class, you may schedule up to 3 make-up classes on our website. Make-ups are available on a space-available basis, are not guaranteed and must be used within the current session. They cannot be carried over to future sessions unless you are enrolled. Not applicable to holiday classes. A make-up must be booked ahead of time. Please do not go to a class that you have not booked.

- **Infectious Disease and Pandemic Policy:** Should any classes need to quarantine or be unable to meet in person due to the Covid-19 pandemic or any other infectious disease, we may transition to an online format for the affected weeks. Please note, no refunds or credits will be issued for health-related concerns.
- **Health Assessment:** Please do not bring a sick child to class. If your child has had a fever or a significant cough, fever or diarrhea in the past 24 hrs **please keep them home and utilize our make-up scheduler.**
- **Injuries:** Parents, legal guardians of minor students and adult students waive the right to any legal action for any injury sustained at a Music Together Giggle & Groove venue resulting from normal class activity or any other activity conducted by families before, during, or after class time.
- Class schedules, locations, times, and instructors may change, though this will be rare. We will provide advance notice whenever possible or as new information becomes available.
- Tuition prices may change as circumstances vary.
- **Food/Toys:** Please feel comfortable to nurse or bottle-feed during class but we ask that you **do not bring food or drink (other than water) or toys into the classrooms.**
- **Safety Policy:** Music Together Giggle and Groove reserves the right to dismiss a family at any time during the semester at its sole discretion. In the event of dismissal, a pro-rated refund for the remainder of the semester will be provided, minus the \$55 MTWW licensing fee.
- **Gift Certificates:** Are valid for one year from the date of purchase and can be used for Music Together Giggle & Groove only. Gift certificates may not be refunded or exchanged for cash but may be transferred to another family.
- **LIABILITY:** By registering with Music Together Giggle and Groove, you agree to release, indemnify, and hold harmless Music Together Giggle and Groove, Erin Ronningen, Music Together LLC, and their respective directors, employees, sponsors, teachers, and staff from any claims, suits, demands, or actions arising from your or your child's participation in programs offered by Music Together Giggle and Groove, including any liability related to exposure to or transmission of infectious or contagious diseases.