



FINANCIAL AND GENERAL POLICIES

PAYMENT POLICIES

Payment in full is required at the time of registration to hold your place. You may pay online through our secure payment system, or may bring cash or check payment by our studio location. If payment arrangements have not been made within 24 hours of registration your classes will be dropped.

REFUND POLICY

All registrations are considered final and there are **no refunds for any reason once payment has been made**. Friendswood Music and More does not give refunds for missed classes due to illness, weather or vacations.

CLASS CHANGES PRIOR TO MAY 31st: There are **no refunds if classes are dropped**. If your schedule changes, we are happy to move you to a different class if there is space available. Families may switch their child to another class with no penalty prior to May 31st if there is space available. The full value of the original camp will be applied to the new camp.

CLASS CHANGES AFTER MAY 31st : Students will receive a 50% credit of the cost of the dropped camp that can be applied towards a different camp if notification is received at least 7 days prior to the start date of camp, or 7 days prior to the day of camp for single day camps such as the Discovery Camps.

There are no refunds or exchanges for camps cancelled or dropped less than 7 days before the start of camp. We are not able to reschedule cancellations or absences with less than 7 days notice.

Friendswood Music and More reserves the right to cancel camps that do not meet minimum enrollments. **If a class is cancelled by Friendswood Music and More, a complete refund of the cost of the camp will be issued.**

INCLEMENT WEATHER

In the event of severe weather or hurricane evacuation, we may make a decision to cancel camp. An e-mail to the address on file will be sent out in the event of a weather related cancellation, and such cancellations will also be posted on our Facebook page. Please be sure you have a valid e-mail on file so that you will receive important notifications. **Such cancellations are considered "Acts of God." There will be no refunds, but a credit that can be used towards other classes at Friendswood Music & More will be placed on your account for any "Act of God" cancellation during the summer session.**

E-MAIL

Please be certain that a valid e-mail address is included with your registration, and that you selected to "send e-mails to family." E-mail is used for important class updates. We do not share our e-mail list with anyone. Students without a valid e-mail on file may miss important studio announcements.

ABSENCE AND MAKE UP POLICIES

Absence/illness policy

It is an unfortunate fact that everyone is occasionally sick. It is courteous to call and let us know, with as much advance notice as possible, of any absence due to illness. We ask that ill students remain home to avoid spreading the illness to other students and teacher. **Children must be without a fever for 24 hour to return to class. Children who are vomiting must not have vomited for the last 24 hours. We reserve the right to ask parents to take ill students home to avoid spreading illness to teachers and other children. There are no refunds for missed classes.**

Make-Up Policy for ALL One Week Camps

Unfortunately, due to the limited size and short length of summer camps, we are not able to offer any make-up classes for summer camps.

Make Up Policy for all Single Day Camps (Preschool and Discovery Camps)

Unfortunately, due to the limited size of these classes and the need to purchase supplies in advance, we are not able to offer any make-up classes for these classes. Please see refund policy above if you wish to cancel 7 days in advance.



Make-Up Policy for Private Lessons-

Private lesson students need to attend at least 8 lesson during the summer to hold your spot for fall. We are happy to pro-rate for scheduled summer absences. For scheduled vacations we must be notified one week in advance. Students will be allowed 2 make-up lessons for the summer session. Instructor must be notified of the cancellation no later than NOON on the day **prior** to the lesson. **Lessons cancelled with less notification cannot be made up.** Please contact your instructor directly instead of calling the main studio number to ensure your teacher receives notice of your absence in a timely manner. It is easiest to send a text message to both your instructor and Ms. Sarah so that the time and date of notification are recorded. Please cc friendswoodmusic@comcast.net on any e-mail correspondence. There are no refunds for missed classes. All make-ups must be scheduled prior to Sept 4th. **All unused summer lessons expire on Sept 4th.**

PICK UP AND DROP OFF

FORMS AND PAPERWORK

All students who are attending a drop-off camp will need to fill out a Camper Contact Form and bring it to the first day of class. We do not require this form for Mommy and Me camps such as Kindermusik. Parents will also need to make sure that any individuals who may be picking up their child is listed on their child's camper form- this can be updated daily. Students will not be allowed to leave with unauthorized individuals. PLEASE HAVE VALID ID READY if needed when picking up your child from camp.

DROP OFF

On the first day of class, you will need to come into the building to drop off your paperwork and make sure we have all the correct contact information for your child before dropping off. You will also let us know who will be picking your child up at the end of the day. On all subsequent mornings, please drive up in the lane at the front of the facility and walk your child to the front door. Children attending preschool will enter at the preschool entrance on the left of the building. All other students will enter at the main entrance on the right of the building. We have limited space in our waiting area and would like to reserve it for families attending our toddler camps. Parents and caregivers are not allowed to remain in the classroom during camp time (unless you are enrolled in a Mommy and Me camp, of course!) There is a small waiting area in the front where parents and caregivers can wait.

ARRIVAL TIME:

The morning session for our Summer Camps begins promptly at 9:30 am. The time before class is used by our instructors to prepare for class. **Doors will be kept locked and no one will be allowed inside until 9:20 am unless you are enrolled in before care.** For other camps, please arrive no more than 10 minutes prior to the start of your camp.

PICK UP

Students will be escorted to the front of the building for pick up during the last 5 minutes of each class. Please plan to arrive promptly to pick up your child. A late pick up fee of **\$25** per day will be charged to the card on file for parents arriving more than 5 minutes after the end of class. **We ask that parents please use the drive up lane and do not come into the building when picking up their child-** we have limited space in our waiting area and would like to reserve it for families attending our Mommy and Me toddler camps.

LAST MINUTE REGISTRATION

You are welcome to register online at anytime prior to class starting. The online registration system has the most up to date info on classes. As long as there are spaces available you may register for the class. If the class is full you may register for a waitlist, but that does not guarantee availability. Please make sure you are officially registered for class before arriving, students who are not on the official class schedule may be turned away due to class size.

LUNCH AND SNACKS

WATER BOTTLE

Please have your child bring a water bottle to class as we do not have a water fountain. Water bottles and a limited number of snacks will be available for purchase at the cost of \$1.00 each. Your child will need a written note giving them permission to purchase snacks.

SUPERVISED LUNCH

Students who attend a morning class session should pack a lunch. While we do monitor students carefully during lunch time, it is not always possible for us to monitor the food that other children may bring into camp, and it is possible your child may come into contact with an allergen during lunch time. Please pack a lunch that does not require refrigeration or heating, and be sure to provide silverware if needed!



GENERAL INFORMATION

SPECIAL NEEDS

We are happy to work with students with special needs such as ADHD; however, we are not able to offer one-on-one care for students if your child has severe special requirements.

AGE GUIDELINES

We will be strictly enforcing the age levels for our one-week camps. Students must be the correct age or entering the grades listed. For home-schooling parents, please register your child based the class he or she would be attending if in public school. Younger students, even if very bright or gifted, may not attend classes scheduled for older students. This is to ensure students are at similar maturity levels and will enjoy making friends.

MEDICATION

Friendswood Music and More will not administer any medication to children. If your child needs medication please consult with your doctor about adjusting your child's dosage so that medications may be administered outside of camp hours.

BEHAVIOR EXPECTATIONS

We are proud to offer fun and hands on activities that work for a variety of learning styles. Our instructors have experience in working with students with behavioral issues such as ADHD and autism. All enrolled students are expected to be able to follow our classroom rules which include being respectful to our teachers and our friends and being careful with our supplies. Friendswood Music and More reserves the right to cancel enrollment for any child with a severe behavioral issue. This may include issues such as hitting or poking other children, being destructive with school property, or inability to follow teacher instructions. In case of a severe behavioral issue, we will contact the parent or caregiver and ask for the child to be picked up. Students may be allowed to attend class the next day, at our discretion. There are no refunds for students who are withdrawn from class due to behavioral issues.

INSTRUCTORS:

All classes have a lead instructor with a minimum of a Bachelor's degree. All instructors have passed a criminal background check or have Texas teaching certificates which include background checks. All instructors have experience working with children.

ELECTRONIC DEVICES

Students will not be allowed to use electronic devices such as phones and I-Pads during class time. Friendswood Music and More is not responsible for damaged or lost devices.