

COURTESY INFORMATION AND POLICIES

FREE TRIAL CLASSES

Free trial classes may be arranged by appointment only and if the current class is not full. In case the existing classes are full, I welcome you to join our PLAYDATES.

REGISTER EARLY

Although you may join our classes at any time, please register early since class sizes are limited. Registering at least three weeks before the semester starts also ensures that I will have your child's materials at your first day of class. If you enroll after the semester begins, tuition can be pro-rated accordingly. Registration is confirmed upon payment of a 400-Yuan deposit and not before.

NON-ENROLLED SIBLINGS

Due to limited class sizes and the delicacy of the younger class settings, Village and Our Time classes can only accommodate non-enrolled siblings when the sibling is young enough to stay contented in a car carrier or stroller. Emergency exceptions are considered.

Free Visits:

At certain times and by prior arrangement I am happy to schedule free visits in my classes for prospective families and friends of those families currently enrolled in class. Please call me on 13621354114 to arrange a mutually convenient time and that I can prepare extra instruments.

Refunds:

Tuition refunds/ credit vouchers will only be considered due to an unexpected family move or serious illness necessitating withdrawal from class; however we regret that refunds cannot be offered for opened materials. Any request for refunds will be considered on an individual basis and may be subject to an administration charge.

Discounts:

- **Multiple-Class Discount**
A 20% discount is given for siblings enrolled in other Kindermusik classes. This discount is not applicable with other discount offers.
- **Family Discount**
A 30% discount is given for siblings enrolled in the same Kindermusik class. This discount is not applicable with other discount offers.
- **Referral Bonus Program:** Earn 50 Yuan for each person referred who has registered and paid. Please indicate in the registration form/contact me if you are referring someone.
- **Customer Loyalty & Reward Program:** Pay in full for 2 sessions (excluding summer) and receive 30% off the third session.
- **Early Bird Discount:** Registrations received 3 weeks before the sessions start, will receive a Free CD from Kindermusik and 10% off the whole semester.

Make-up Classes:

Classes will be made up in the event of teacher's illness. I will notify you of cancellation and the scheduled make up date. I am happy to allow students who miss a class to make up that class. Simply call in advance to schedule another time. (Please keep in

mind that the number of classes offered at this time is limited therefore opportunities to make-up a class are also limited.)
If your baby or child is ill, the best place to be is home! You can always make up the class you missed at the end of term.

Locations:

Kindermusik with Yuliya currently operates in 2 different locations: The Familier Center and House of Knowledge International Kindergarten. It is possible for a teacher to travel to your location if you gather 5-7 children together for the class of your choice. Additional transportation fees may apply. Please contact info@kindermusikwithyuliya.com for more details.

MAKING THE MOST OF KINDERMUSIK CLASSES

Arrive Early for Social Time

Many good friends have been made at Kindermusik classes! Come at least 10 minutes early so you can get to know the other mothers and fathers in the class, chat, discuss issues and build a class community. Coming early also helps your child settle into the musical environment as they prepare to enjoy exploring instruments, reading books, or listening to music.

Please, however, do not chat with other parents once the class has started. When you are an active, focused, enthusiastic participant in the class activities, your child will model your actions and focus more fully too.

Have Fun and Be Patient

During class, the most important things you can do for your child is to be an active and patient role model. When you are having fun in class it helps your child to enjoy the experience even more. It is, however, not uncommon for a child to attend

several classes before feeling comfortable. Don't be discouraged – what a child is absorbing in class is often evidenced in the comfort of the home environment rather than a certain level of participation in class. The understanding and consistency of the parent or caregiver in class and at home are key to facilitating musical learning and growth.

No food or toys

In order not to distract other children in the class, please keep toys, juice cups and snacks out of sight in the classroom.

No mobile phones

Please turn off your mobile phones until after class.

At Home

You and your child will enormously benefit from the Kindermusik experience, especially if you make active use of your At Home materials. Frequent reinforcement at home throughout the week makes all the difference in a child's comfort and participation in the classroom.

Privacy Policy

We promise to respect your privacy. We do not sell, rent, loan or transfer any personal information regarding our customers or their children to any third parties. Any information you provide about yourself or your children is held with the utmost care and security and will not be used in ways to which you have not consented.

We will not collect any personal information about adults or children except when specifically and knowingly provided by them. If we collect any personally identifiable information about children, we will first obtain their parents' consent.

Please feel free to [contact me](#) with any questions, suggestions or criticisms at any time!