

Music Makers Session Policy:

By attending Music Makers you are agreeing to the following policy, paying particular attention to the highlighted final Agreement section:



Arriving for your session:

- Please arrive no more than 10 minutes before your session to enable sufficient time for the team to set everything up for your session and your child to get their sticker. If possible please wait in the foyer or outside if you are early, or until you are greeted. Please don't worry if you are running late, one of the team will welcome you if the session has started. For sessions with only one team member on the premises, we will try to keep a mat closest to the entrance of the room for any late comers.
- We would advise hand washing/sanitising prior to your session.
- If possible, please limit pushchairs, personal belongings, etc bringing only what is essential. Any items or valuables are your personal responsibility.

The Music Makers Room:

- No food should be brought in or consumed during the session due to spillages and being mindful of others, food allergies etc. Drinks should be limited during the session and kept in your bag out of reach of another child.
- We shall continue with added ventilation in all rooms wherever possible so during a cooler day, rooms may be a little chillier than usual as we maximise air flow with windows and/or doors open, especially in smaller rooms.
- Due to some venues/rooms being smaller than others we request that only one adult per child attends per session to prevent overcrowding. However, please do ask if you would like an additional family member to join you one week as we understand it's lovely for grandparents or partners to come along too.
- Please do your best to limit any chewing or placing in mouths of beaters, instruments, cuddly props etc, perhaps have something from home that you could use as a distraction/alternative. This is for hygiene purposes and longevity of the instrument/prop.

Refreshments and play time:

- We would recommend washing or sanitising both you and your child's hands at the end of the session.
- Tea, coffee, along with a drink and snack for the children is available each session. Please be mindful of others and apply appropriate hand hygiene when handling refreshment items.
- Please place your empty cups and bowls back on the tray/table once finished.
- Any tissues, baby wipes etc that you have used should be taken home or placed in the bin provided.
Please do not place waste/leftover snacks in the bowls or cups.
- Please use your own changing mat in the designated baby changing area within each venue, if applicable. **Nappies should be taken home and not be left on the premises unless there is a specified nappy bin by the venue.**

Preventing the spread of the infectious illness:

- Please apply common sense to attending Music Makers if you or your child is unwell. Please do not attend the session if you or your child have had sickness/diarrhoea within the last 48 hours.
- If you feel unwell during a session, please inform a member of the Music Makers Team and vacate the room, returning to your home address.
- You may wish to bring your own hand sanitiser to use prior and during the session. Hand washing is encouraged before snack and playtime.

Payment Information:

- Payment is preferred via online banking, details of which will be in your new term emails. If this isn't an option, please place the correct amount of cash in a well sealed envelope clearly marked with your child's full name and the session they attend. Cheques are no longer accepted.
- Payments of T-shirts, CD's and other items can also be made via online banking. Please ask for details.

Leaving Music Makers:

Your place at Music Makers is yours until you inform us otherwise, however please note:

- You are required to give advance notice of your intention to leave Music Makers. This must be given half way through your final term or you will incur a charge:
- **Failure to give notice prior to the end of the term or before the start of a new term, you will be charged £15.00. If this payment is not received before the start of a new term, you will then be charged a further £15.00 to cover additional admin costs.**
- **Failure to give any notice prior to a new term and/or a no show, you will be charged half a terms fees of £47.62**

Agreement:

- By signing up to Music Makers, you have agreed to:
 - paying the full amount for the term (12 weeks or from after your free trial), regardless of how many sessions you attend. Wherever possible, an alternative session will be offered should you not be able to attend your usual group. Please inform your session leader if you would like to attend an alternative class.
 - No refunds will be available and no missed sessions will be carried forward to subsequent terms unless specified by Music Makers.
 - provide half a terms notice of when you wish to leave with a failure to do so resulting in a charge.
 - the Music Makers Policy. You will be notified of any changes made to the Policy by email or text message.